

# Change and Business Improvement Analyst (Band 3/ SEO)

Health and Safety Executive

Apply before 11:55 pm on Monday 7th March 2022



## Details

### Reference number

188848

### Salary

£39,334 - £45,865

### Grade

Senior Executive Officer

### Contract type

Fixed Term

### Length of employment

12-25 months

### Business area

HSE - Operational Services Division (OSD)

### Type of role

Digital

Project Delivery

### Working pattern

Flexible working, Full-time, Job share, Part-time

### Number of posts

9

## Location

National

## About the job

### Summary

**\* The roles are Fixed Term Appointments for 12-25 months, with a view to permanency after two years. The successful appointee will work in a hybrid way, with the ability to work remotely whilst being based from one of HSE offices across GB. The successful candidate will be required to travel on occasion, including to our HQ in Bootle.\***

Diverse perspectives and experiences are critical to our success and we welcome applications from all people from all backgrounds with the experience and skills needed to perform this role.

We look forward to receiving your application.

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

The Health and Safety Executive (HSE) is the independent regulator for work-related health and safety. Our purpose is to protect people and places – we save lives and we are highly regarded both nationally and internationally. The benefits that our work brings to business, workers and the UK economy are clear. Improved health and safety risk management protects workers and translates into reduced sickness absence, lower healthcare and welfare costs, and better productivity.

## **Job description**

### **The team we're building**

We're seeking a range of project managers, change and business improvement managers, business analysts and subject matter specialists to work alongside a wider community of delivery partners and operational teams. Delivery partners range from top tier consulting houses to SMEs focused on digital innovation. You will work alongside Digital, Data and Technology professionals as well as operational and subject matter experts from HSE divisions. We're seeking change agents who relish the opportunity to lead in a rapidly maturing environment.

### **Specific role context**

Reporting to a Change and Business Improvement Manager, this is an influential position, playing a key role in the successful operation of one of the world's leading regulators.

This is an exciting new opportunity for an exceptional candidate to drive HSE's Transformation

agenda and help shape our future. If you are looking for an opportunity to make a tangible difference that will be felt across the entire of Great Britain, please read on.

## **Overall Purpose**

The Change & Business Improvement Analyst plays a key role in designing, building and implementing new operating models and digital services in line with HSE's strategic priorities, focusing on efficiency, effectiveness, regulatory outcomes, and improving the user experience.

They are responsible, at a project level, for baselining current activities, articulating business and user requirements, designing and implementing new services, processes, organisational structures and ways of working, as well as providing continuous improvement support to HSE's operations.

This is an exciting opportunity to help us lead, drive and deliver significant change across HSE, driven by a new strategy and a number of new and challenging transformation programmes.

**\*Please note: your application for this role may be considered for other similar roles at the same band or lower.\***

## **Responsibilities**

### **Key Responsibilities**

- Support the build of comprehensive transformation plans and business cases through the development of detailed cost/benefit models, and track benefits realisation post implementation
- Undertake business analytics; including performance and productivity baselining, demand analysis, impact and feasibility analysis, scenario modelling, activity based costings and benefits tracking
- Collaborate with digital programmes, customer insight, technology, policy and operations teams in the design and the delivery of services and functions, which are efficient, effective and user centric
- Work with stakeholders to help gather and refine requirements for future operating models
- Understand and document the baseline and current state of services and functions, including end to end processes and user journeys
- Design future state processes, workflows and user journeys, contributing to the production of full end to end target operating models and organisational designs
- Support a coherent, consistent and compelling experience for service users and employees across the end to end process
- Work with operational teams to ensure ongoing process control, performance

and compliance through the development of operational frameworks

- Define operational pilots, test scenarios etc. Analyse and report on test/pilot outcomes and results, adjusting proposed solutions as appropriate
- Identify and manage important stakeholders, tailoring communication to their needs, and work with teams effectively and collaboratively across the organisation.

### **Experience - essential**

- Experience of supporting business transformation activity that balances exceptional delivery for users, with the needs of operations and the business
- Structured approach and analytical thinking, with the ability to translate data and insights into improved processes and workflows
- Experience of data analysis and modeling, with a focus on building financial activity-based cost/benefit models
- A solid track record of delivering performance improvements, efficiencies and enhanced user experience.
- Excellent knowledge of Excel and experience of working with databases

### **Experience - desirable**

- Experience of developing services to Government Digital Service Standards, using agile.
- Experience of working on large scale transformation programmes, ideally within a central government or regulatory context
- Experience of working with data structures and an understanding of data mapping and data architecture

### **Skills**

- Agile working. You can identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes. You know how to help the team to decide the best approach. You can help teams to manage and visualise outcomes, prioritise work and work to agreed minimum viable product (MVP) and scope. (Relevant skill level: practitioner)
- Business analysis. You can investigate problems and analyse options for new and existing services. You know how to provide recommendations to solutions. You can work with stakeholders to identify objectives, opportunities and potential benefits available. (Relevant skill level: working)
- Business improvement process. You know how to analyse current services and processes, and can identify and implement opportunities to optimise these. You can help to evaluate and establish requirements using relevant techniques such

as gap analysis. (Relevant skill level: practitioner)

- Business modelling. You can use a wide range of techniques to model situations confidently. You know how to gain the necessary agreement needed from subject matter experts and stakeholders, ensuring they review the results to fix any issues. (Relevant skill level: working)

- Business process and operational readiness testing. You know how to report on system quality and collect metrics on test cases and support the organisation to be ready for new services and products. (Relevant skill level: working)

- Change Management: You understand the impact of changes, and can plan and manage engagement and communication about organisational and service, process change.

- Digital perspective. You have the ability to apply a digital understanding to your work. You can identify and implement solutions for assisted digital. (Relevant skill level: practitioner)

- Enterprise and business architecture. You understand and can apply the current target operating model to work. (Relevant skill level: working)

- Innovation. You know about innovation and can apply this to your own work. (Relevant skill level: working)

- Methods and tools. You can select and support the most appropriate tool or method. (Relevant skill level: working)

- Requirements definition and management. You know how to source requirements. You can facilitate the setting of business priorities for change initiatives of medium complexity. You can manage and implement requests for changes to baseline requirements. (Relevant skill level: working)

- Stakeholder relationship management. You know how to identify important stakeholders, tailoring communication to their needs, and work with teams to build relationships while also meeting user needs. You have the ability to take opposing views to reach consensus. You understand how to work with stakeholders and contribute to improving these relationships, using evidence to explain decisions made. (Relevant skill level: working)

- Testing (business analysis). You can review requirements, specifications and define test conditions. You can identify issues and risks associated with work while being able to analyse and report test activities and results. (Relevant skill level: working)

- User focus. You can identify needs and engage with users or stakeholders to collate user needs evidence. You understand and can define research that fits user needs. You can use quantitative and qualitative data about users to turn user focus into outcomes. (Relevant skill level: working)

## Benefits

- Learning and development tailored to your role
- An environment with flexible working options

- A culture encouraging inclusion and diversity

## **We invest in our people with;**

- Competitive rates of pay
- Access to the highly competitive Civil Service Pension Scheme to which HSE contribute 27.1%, far more than in the private sector.
- Family friendly policies and working hours to help balance your home life and career
- 25 days annual holiday increasing to 30 days after 5 years' service, plus bank holidays and 1-day Civil Service privilege leave
- Parental leave benefits: Maternity, adoption or shared parental leave of up to 26 weeks full pay followed by 13 weeks statutory pay and a further 13 weeks unpaid, and paternity leave of 2 weeks full pay.

## Things you need to know

### **Security**

Successful candidates must pass a disclosure and barring security check.

People working with government assets must complete [basic personnel security standard](#) checks.

### **Selection process details**

#### **Behaviours**

We'll assess you against these behaviours during the selection process:

- Managing a Quality Service
- Leadership
- Making effective decisions
- Changing and Improving

As part of the application process you will be asked to complete a CV and Personal Statement (Max word limit 750)

Your personal statement should demonstrate how you meet the Key Responsibilities as set out in the job description and essential criteria.

Please access the following link for guidance on how to apply and how to complete a Statement of Suitability <https://www.civil-service-careers.gov.uk/how-to-apply/>

The closing date for this role is Monday 7th March 2022 at 23.55pm

A sift will take place on 14th March 2022 and you will be assessed on your personal statement and CV. We may contact you for an informal telephone conversation as part of the sifting process.

If you are successful at sift stage you will be invited to an interview which will be a blended approach of strength based questions and some behaviour based and technical skills questions as outlined above.

Interviews will take place week commencing 21st March 2022.

As part of your interview you'll be asked to deliver a 5-minute presentation to assess your technical skills, details of which will be sent with your invite to interview..

These dates may change subject to business needs.

Please note, due to current COVID restrictions, interviews will take place using MS Teams, where you will be required to have access to;

- A laptop - personal or work
- A webcam
- Good internet access
- MS Teams

## **Further Information**

Existing Civil Servants and applicants from accredited NDPBs are eligible to apply, but will only be considered on loan basis (Civil Servants) or secondment (accredited NDPBs). Prior agreement to be released on a loan basis must be obtained before commencing the application process. In the case of Civil Servants, the terms of the loan will be agreed between the home and host department and the Civil Servant. This includes grade on return.

It is the candidate's responsibility to ensure they are aware of the terms and conditions they will adopt should they be successful in their application. For a summary of HSE terms and conditions as part of Civil Service Reform, please see the attached document.

Any move across the Civil Service on or after 4 October 2018 may have implications on an employee's ability to carry on claiming childcare vouchers.



If you have a disability and you need an application form in an alternative format or you would like to know more about our recruitment process, please contact: [hr.resourcing-team@hse.gov.uk](mailto:hr.resourcing-team@hse.gov.uk)

Feedback will only be provided if you attend an interview or assessment.

## **Nationality requirements**

This job is broadly open to the following groups:

- UK nationals
- nationals of Commonwealth countries who have the right to work in the UK
- nationals of the Republic of Ireland
- nationals from the EU, EEA or Switzerland with settled or pre-settled status or who apply for either status by the deadline of the [European Union Settlement Scheme \(EUSS\)](#)
- relevant EU, EEA, Swiss or Turkish nationals working in the Civil Service
- relevant EU, EEA, Swiss or Turkish nationals who have built up the right to work in the Civil Service
- certain family members of the relevant EU, EEA, Swiss or Turkish nationals

### [Further information on nationality requirements](#)

## **Working for the Civil Service**

The [Civil Service Code](#) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles](#).

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

## **Apply and further information**

Once this job has closed, the job advert will no longer be available. You may want to save a copy for your records.

## **Contact point for applicants**

Job contact:

- Name: Mark Hamilton
- Email: [mark.hamilton@hays.com](mailto:mark.hamilton@hays.com)

Recruitment team:



- Email: [hr.resourcing-team@hse.gov.uk](mailto:hr.resourcing-team@hse.gov.uk)

### Further information

If you believe that Civil Service Commission principles of selection for appointment on merit on the basis of Fair and Open competition have not been met you can raise a complaint by emailing: [HR.Resourcing-Team@hse.gov.uk](mailto:HR.Resourcing-Team@hse.gov.uk) or by writing to HSE at the following address: HSE Resourcing Team, 2.3 Redgrave Court, Merton Road, Bootle, Merseyside, L20 7HS If you are not satisfied with the response you receive from the Department, you can contact Civil Service commissioners:

<https://civilservicecommission.independent.gov.uk/code/civilservicecodecomplaints/>

[www.hse.gov.uk](http://www.hse.gov.uk)

### Attachments

[HSE Terms and Conditions - CSJ Advert Annex Opens in new window](#)(pdf, 92kB)

