

Job title	Projects and Change Analyst		
Job family	Project Management	Proposed band	C

Job purpose
<p>Working within a portfolio, programme, project or a business area carrying out supportive analytical PMO, continuous improvement¹, or change management activities. Uses knowledge and experiences of business and data analysis, portfolio, programme, project and/or change practices to provide insightful analysis and intelligence and bring organisation to activities.</p> <p>Purpose:</p> <ul style="list-style-type: none"> • To support effective and efficient delivery of projects, work-packages, or business area goals. • To produce high quality business, process, portfolio and data analysis. • To contribute to the design and development of projects and complex business models and solutions.

Key responsibilities and accountabilities
<p>This role will provide analytical and officer-type support in relation to either project, programme, portfolio, or change management. The particular function will correspond to the primary area of knowledge and experience possessed by the individual: project, programme, portfolio, or change management.</p> <p>The Analyst will take day-to-day responsibility for the provision of data analysis, and support for elements of the project or function. They will lead activities and work-packages and maintain relationships with key individuals or groups to facilitate the smooth running of the project or function.</p> <p>Example activities and responsibilities will vary depending on the function and include but are not limited to:</p> <p>Analysis and Engagement</p> <ul style="list-style-type: none"> • Research, analyse and interpret complex information (e.g. to support diagnosis and redesign or to support portfolio planning). • Liaise with stakeholders and teams to gather information, validate, and share analysis; and provide effective systems for data gathering and sharing. • Compile analysis, identify trends, and work with colleagues to validate or isolate issues. • Create high quality slides, charts and information packs that provide accurate and engaging visual materials for stakeholders from a range of levels and backgrounds. • Assist in the formulation of communication and engagement plans that build commitment and understanding – and monitor success of these plans. • Contribute to all levels of stakeholder engagement and support with expectation setting. • Lead key project meetings and working groups. • May work with Spark Hub to support continuous improvement to the method through the creation of training materials and, where appropriate, leading training sessions. <p>Support and Co-ordination</p> <ul style="list-style-type: none"> • Prepare and maintain reference documentation in support of the relevant area/project. • Establish a good quality information management system and ensure it is adhered to. • Help others to understand actions and priorities by providing visibility, and via team meetings, action tracking, and facilitating resolutions as needed. <p>Controls and Organisation</p>

¹ May work within the Spark Lean transformation programme which runs across the BBC.

- Create and maintain detailed project/work plans, feeding into over-arching plans.
- Proactively manage data repositories and processes, ensuring mitigating actions are in place and managed and escalated as appropriate.
- Provide clearly articulated and timely status and progress updates against plans.
- Support managers in providing detailed and accurate forecasts feeding into overall budgets and plans.
- Support managers by actively managing day to day activities and ensuring delivery accountability is in place across the project / function.
- Ensure compliance with regulatory obligations and reporting requirements.
- Provide the structure and a competent secretariat function for governance where relevant.
- Ensure all work is carried out in accordance with a safe system of work and that the requirements of statutory and BBC safety regulations are fully met.

Specialism and know-how

Apply expertise in a domain (e.g. Workplace, IT, HR etc.) or project specialism (planning, controls, change management etc.) to the relevant function. For example:

- Planning: scheduling and modelling activities and resources in complicated projects
- Controls: risk, financial, change control, benefits management
- Analysis: detailed analysis of information, deriving intelligence to support decisions.
- Business Change: maintaining stakeholder groups, impact assessment, business readiness assessment, change agent support, engagement activities.

Knowledge, skills, training and experience

Essential

- Experienced in supporting project delivery or business change management activities and committed to career development in this area.
- Knowledge of project management terminology, tools and techniques.
- Expert in data gathering and business analysis (including structuring and translating data into the most meaningful information for the audience).
- Experience documentation, system/data analysis, and data interrogation in business process modelling, analysis and functional design, writing business and processes.
- Excellent interpersonal skills and the ability to influence and manage a range of relationships in a complex environment.
- Proactive and able to work autonomously or as part of a team to make things happen – turning ideas and strategy into tangible realities and outcomes and processes.
- Excellent time management and organisational skills, with demonstrable experience of working under pressure to tight deadlines and managing a high workload with conflicting priorities.
- Strong communication skills (verbal, written and listening): an ability to present information accurately and concisely.
- Excellent attention to detail and quality and able to ensure documents are consistent in logic, language, terminology and style.
- Ability to translate project/programme/change requirements into clear, understandable language.
- Flexible approach to work with a focus on delivery to deadlines and high standards.
- Ability to handle highly confidential information with tact and discretion.
- Strong Microsoft Office (PowerPoint, Excel and Word) skills.

Desirable

- A recognised project, Lean (Six Sigma Green Belt), or change management qualification, or demonstrable career development activities.
- Has supported a minimum of two projects with a budget of £10k+.
- Experience and understanding of digital corporate communications tools.
- Knowledge of the BBC and/or Media sector and broad understanding of project delivery in a broadcast and online environment.

Job impact

Decision making

- Manages own time to achieve targets.
- Operates within a 9 – 12 month planning timescale.
- Applies expertise in the areas of planning, control and analysis
- Managerial guidance and support will be available.

Scope

- Financial. Role / team dependent
- Employees. Role / team dependent
- Other. Role / team dependent.
- May lead small working groups

Other information

For Reward team use only

Job Code	
Definition:	Support

This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.

Appendix – Spark Projects and Change Analyst

There may be sub-sets of the generic job described above which require additional technical skills. This appendix to the generic job description can be developed to cover such situations.

Division	DDGG
Reports to (title)	Lead Business Implementation Manager BBC Spark
Location base	New Broadcasting House

Additional job specific responsibilities and accountabilities

You will be working on Spark projects as part of a team, including other Spark staff and usually staff from the area undergoing the change (e.g. programme makers). You will bring expertise in data analysis and how to present information - the Project Lead will rely on you for this.

In Spark we use lean tools and you will be (or become) accredited to Lerc 1C level. As an ambassador for Spark and the tools we use, you will support facilitation of workshops and regularly use tools including problem solving, process mapping, manage and measure, often showing others how to use them.

You may also spend time in our central Spark Hub where you will support with the day to day running of the programme as well as being available as additional support to our projects in their peak periods.

Alongside your excellent analysis ability and expertise in excel and powerpoint and passion for continuous improvement, you will need strong interpersonal skills as you will regularly be liaising with stakeholders from across the organisation.

The role is based in London however Spark projects can be based anywhere in the UK and so there may be travel, Spark projects usually last from between 3-5 months and if on a project outside of London so you may be based away from home for significant periods. When working on a project outside of London you will travel on Monday morning and return home on Thursday afternoon, with the option of working at home on Fridays. We avoid travel and working on Sundays wherever possible however this is required on some occasions.

Approval

Manager	Stuart Collins, Director BBC Transformation, Change and Improvement (QRA)
HR Business Partner	Juliet Paull

JOB DESCRIPTION



Date	April 2018
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