West Yorkshire Fire & Rescue Service

Job Description.

**Post Title: DDaT Business Analyst**

**Grade: 6 or 7 (Depending on Experience)**

**Responsible To: Digital Change Manager**

**Purpose Of Post: To deliver high-quality business analysis that supports digital transformation across the Service. The postholder will work with stakeholders to understand business needs, define requirements and support the design and implementation of innovative, user-centred digital solutions that improve operational effectiveness and service delivery.**

# Organisational chart.

# A diagram of a computer diagram AI-generated content may be incorrect.

# Main duties and responsibilities of the role.

1. Lead and facilitate stakeholder engagement activities to gather, analyse and document business requirements.
2. Develop and maintain As-Is and To-Be process maps, ensuring alignment with strategic objectives and user needs.
3. Design and define KPIs to measure the success of implemented solutions and process improvements.
4. Produce high-quality documentation including business cases, project briefs, formal specifications and analytical reports.
5. Conduct market research and contribute to options appraisals for digital solutions.
6. Collaborate with project teams to support solution design, user acceptance testing, implementation and training.
7. Act as a liaison between business users and technical teams to ensure shared understanding and successful delivery.
8. Promote a culture of continuous improvement, innovation and user-centred design.

# Organisational wide responsibilities.

1. Adherence to the[**NFCC Core Code of Ethics**](https://nfcc.org.uk/our-services/people-programme/core-code-of-ethics/%20Services%20England.pdf)and[**West Yorkshire Fire Service Values**](https://www.westyorksfire.gov.uk/sites/default/files/2023-03/WYFRS%20Core%20Values%20June22.pdf).

****

1. To implement and promote the Authority’s:

* Health and Safety policies.
* Equality and Diversity policies.
* Information Security Management System policies.
* Safeguarding policies.
* Business continuity policy and contingency arrangements.
* Policies related to General Data Protection Regulation and Data Protection Act 2018.
* Commitment to maintaining our Customer Service expectations.

1. A satisfactory standard Disclosure and Barring check is required for the role.
2. This post has been designated a hybrid working post which means the postholder’s working time will be split between the workplace and home. The actual pattern and number of days at each will be agreed locally with the line manager and will be determined based on the service needs.

# Skills and experience requirements for this role

In the supporting statement section of the application form give clear, concise examples of how **you meet all of the Essential person specification criteria** (i.e. items you must be able to do from day one to be able to do the job), **identified as ‘Application’ in order to be shortlisted for this vacancy**. If a large number of applications are received, only those who also meet the Desirable criteria, identified as ‘Application’, will be shortlisted, i.e. criteria you need to do the job, but which could be learnt during training.

**Please list or number the** competency criteria below against which you are providing evidence/examples in order to structure your supporting statement in a well organised way.

There may be some criteria that are identified through ‘Selection Process’ only. **You will only be assessed on these criteria during the selection process and not from your application form**, this may involve tests, presentations, interview etc.

|  | **Experience.** | **Essential/Desirable.** | **Where identified.** |
| --- | --- | --- | --- |
|  | Understanding of business analysis, including requirements gathering and process mapping. | Essential. | Application & Selection Process. |
|  | Experience of working in a digital transformation or ICT project environment. | Essential. | Application & Selection Process. |
|  | Experience of stakeholder engagement and influencing change. | Essential. | Application & Selection Process. |
|  | Experience of using business analysis tools and techniques (e.g. BPMN, SWOT, MoSCoW). | Essential for Grade 7. | Application & Selection Process. |
|  | Experience of customer-centred design and agile delivery. | Desirable. | Application & Selection Process. |
|  | Experience of cost-benefit analysis and options appraisal. | Desirable. | Application & Selection Process. |

|  | **Education and Training.** | **Essential/Desirable.** | **Where identified.** |
| --- | --- | --- | --- |
|  | Degree or equivalent experience in a relevant discipline. | Essential. | Application. |
|  | Professional qualification in Business Analysis (e.g. BCS/ISEB) or willing to work towards. | Essential. | Application. |
|  | Evidence of continuous professional development. | Desirable. | Application. |

|  | **Special knowledge and skills.** | **Essential/Desirable.** | **Where identified.** |
| --- | --- | --- | --- |
|  | Excellent communication and interpersonal skills. | Essential. | Application & Selection Process. |
|  | Strong analytical and problem-solving skills. | Essential. | Application & Selection Process. |
|  | Ability to produce high-quality documentation and reports. | Essential. | Application & Selection Process. |
|  | Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook, SharePoint, Visio). | Essential. | Application. |
|  | Knowledge of data protection and information governance. | Essential. | Application & Selection Process. |
|  | Ability to work autonomously managing competing priorities and work under pressure. | Essential. | Application & Selection Process. |
|  | Full valid UK driving licence. | Essential. | Application. |

Job Description last updated: **August 2025**