



Job Title	Business Analyst
Contract Type	This is a permanent and pensionable appointment
Business Area	Transport Scotland
Main Location	Buchanan House, Glasgow, G4 0HF Due to the Covid pandemic the post is working from home. As such location is flexible, however, the office is based in Buchanan House, Glasgow and in the future you may be required to attend meetings here or at other locations from time to time.
Salary	£38,541- £46,599
Profession / Specialism	Digital, Data and Technology
DDaT Profession Pay Supplement and Professional Development	This post is part of the Scottish Government DDaT profession. It attracts a £4000 DDaT Pay Supplement after a 9 month competency qualifying period. Pay supplements are temporary payments designed to address recruitment and retention issues caused by market pressures and are subject to regular review. As a member of the profession you will join the Professional Development Scheme, currently BCS RoleModel <i>plus</i> .
Nationality Requirements	Nationality requirements This job is broadly open to the following groups: <ul style="list-style-type: none"> • UK nationals • nationals of Commonwealth countries who have the right to work in the UKs • nationals of the Republic of Ireland • nationals from the EU, EEA or Switzerland with (or eligible for) status under 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



	We strongly urge that EU nationals who may not have Settled or Pre-Settled Status make an application before 30 June 2021, to ensure their continued eligibility to employment.
Working Pattern	This is a full time vacancy, however applications from people wishing to work an alternative working pattern will be considered.
Guaranteed Interview Scheme	Applicants claiming a guaranteed interview will be invited for further assessment should they meet the minimum essential criteria listed in this document.
Reserve List	In the event that further posts are required, a reserve list of successful candidates will be kept for up to 9 months.
Further Information	Further information on the post is available from Juliet Bell at Juliet.Bell@transport.gov.scot . If you have any queries relating to your eligibility on the grounds of Nationality or Qualifications, or if you have any difficulty applying for this role, please contact recruitment@gov.scot .

Information about the Role

Transport Scotland is the national transport agency, seeking to deliver a safe, efficient, cost-effective and sustainable transport system for the benefit of the people of Scotland.

The successful candidate will work in our Smart and Integrated Ticketing (SIT) team, the programme of which is at the forefront of emerging technologies for smart travel services in Scotland. Our projects deliver enhanced systems for national concessionary travel and public transport smart journeys, smart payment options, digital travel data and other benefits to passengers across Scotland.

By modernising and making access to public transport easier and more convenient, the Smart programme aims to encourage modal shift to more sustainable transport and reduce car journeys, delivering against key Government objectives to lower carbon emissions and take climate action. The role is part funded by the Low Carbon Travel and Transport Programme under the European Regional Development Fund (ERDF).



This role will effectively support delivery of a wide range of projects that may typically use waterfall and Agile approaches within the SIT programme road map.

Key tasks are to:

- Lead development, drafting and management of business analysis key artefacts.
- Understand Agile and Waterfall project methodologies and support project managers using those methodologies.
- Deliver the full range of business analysis activities; from requirements gathering, mapping user stories and business process management etc. that will support delivery of projects within the SIT programme.
- Establish good stakeholder relationships and robust understanding of SIT programme activities.

Specific Duties

- Developing and delivering business analysis products /documentation in accordance with project requirements, including pre and post-project work, from initial business case production through to benefits realisation and knowledge transfer processes for business as usual.
- Applying techniques to research, analyse and re-design business processes, which will assess as-is (current state) and to-be (future state) for programme and project deliverables to drive business change, whilst understanding impact and dependencies of wider Government objectives.
- Working closely with the Programme Manager & Senior PMs to define suitable approaches that will meet the customer needs for projects, including capturing user cases, creating detailed flow / process maps etc.
- Providing ongoing advice and support to fellow Project Managers and Programme Manager to ensure that Business Analyst approaches and techniques are being applied and managed in a consistent manner across the Programme.
- Managing effective internal stakeholder engagement, having robust understanding and awareness of Scottish Government and Transport Scotland organisational objectives, engaging team members and policy leads for cross cutting areas to identify opportunities and raise awareness of smart activity.
- Leading both internal and external stakeholder engagement activities to ensure user needs are being considered, creating business, functional & non-functional requirements that will

result in solutions being defined and properly managed throughout the project delivery lifecycle.

Essential Criteria

1. Experience of planning and prioritising your workload, managing others' expectations, whilst delivering to tight timeframes, within an agile / waterfall / blended project environment.
2. Experience in effectively providing business analyst support for a project, where you have gathered intel from a range of sources and analysed from 'current' to 'future state', used appropriate business analyst artefacts, and culminating in proposing a successful solution.
3. Within a business analyst environment, demonstrate resolving a challenge, whether technical, stakeholder or internal policies, showing sound judgement for escalation or bringing in skills or resources to a deliver a successful resolution
4. Within a business analyst role detail how you have effectively communicated technical or complex requirements, in plain English, to different stakeholders (both internal and external), showcasing the way you approached stakeholders and the techniques and communication channels used to deliver the scope of work.

Digital, Data and Technology (DDaT) in Scottish Government

This is a crucial time for digital, data and technology specialists as government harnesses digital technologies, skills and tools to transform public services. The DDaT Function comprises around 18,000 digital, data and technology colleagues across UK and devolved governments, and it is rapidly scaling up nationwide in the face of a rapidly changing society and circumstances.

Find out more about Digital, Data and Technology Profession in Scottish Government on gov.scot

Find out more about the UK wide Digital, Data and Technology Profession on [GOV.UK](https://gov.uk)

Application Process

To apply for this post, you will need to provide the information requested below via the online application process. These must be combined into one document as the system can only accept a single document upload per application.

- You should submit a CV (no more than 2 sides of A4) and a personal statement (no more than 750 words).
- Your CV and personal statement should include your career history and other relevant self-taught/non-work-related experiences that are relevant to the essential criteria for the role. Please also include detail of your responsibilities and achievements.

You should tailor your CV and personal statement to reflect the role you are applying for and clearly outline that you have the essential skills and criteria needed for the job.

Failure to submit a single combined document (CV and personal statement) will mean the panel only have limited information on which to assess your application against the essential criteria.

When reviewing your application we will be assessing your career history and achievements against the essential criteria for the role. We're looking for examples of things you have previously achieved or your knowledge in a particular field which are relevant to the role.

Where the criteria states that you must hold a qualification, you need only state that you do or do not hold the qualification and provide any other information you feel relevant.

We would recommend that you prepare your answers before you begin the online application process.

Competencies Required

All roles in the Digital, Data and Technology profession are aligned to the [DDaT Competency Framework](#). This role is aligned to **DDaT Job Role** in the Product & Delivery job family.

If you are selected to attend an assessment, we will ask you to complete a technical assessment and an interview as part of the processes. You will be tested against the technical competencies appropriate for the role as detailed on the framework.

The Skills for Success Competencies required for this role are shown below. You will be tested against these competencies at interview.

- Self-awareness
- Communications and Engagement
- Improving Performance
- Analysis and Use of Evidence

[Scottish Government Competencies \(PDF\)](#)

[Competencies for Band B Roles \(PDF\)](#)