**fggbcAs**

# Assistant Project Manager /Business Change Analyst

# Application Pack

# May 2022

# Advert

# Assistant Project Manager /Business Change Analyst

**Salary:** £44,007 - £48,897 per annum

**Full Time:** 37 hours

**Contract basis:** Fixed-term or secondment (June 2022 – May 2024)

**Location:** Based in Edinburgh. All staff are currently moving towards hybrid working.

We have an exciting opportunity for an Assistant Project Manager / Business Change Analyst to join the Commission on a 24-month fixed term basis.

You will support the organisation as we move through an exciting period of change and continuous improvement. The role will involve helping to manage the Information Management System project. This is a complex and stimulating project, which would suit an accomplished Business Analyst with an interest in broadening their project management experience within a supportive and close-knit team.

The project team are working to replace the business-critical database of service user records with a modern information and case management system. The new system will allow the Commission’s teams to use their time and expertise more effectively, supporting appropriate and lawful decision-making related to mental health and incapacity legislation in Scotland. The Assistant Project Manager / Business Change Analyst will need to develop a working knowledge of current and future legislation as it relates to our information management and casework system.

The successful candidate will be primarily responsible for finalising detailed requirements for a replacement individual record management and integrated casework system, adaptable for any future changes to mental health and incapacity legislation. This involves engaging with both technical and non-technical stakeholders to assess our current system and processes, identifying opportunities for improvement and making recommendations to deliver an effective software solution. The successful candidate will also have Assistant Project Manager responsibilities, leading the team in the Project Manager’s absence and ensuring key deliverables are met.

You will have substantial experience as a Business Analyst in IT software related roles, with particular experience of providing technical business analysis and process improvement. You will be educated to graduate level or equivalent experience, with PRINCE2 and knowledge of project-related methodologies, or have related experience. You will also have a track record of developing and delivering business analysis documentation in accordance with project requirements, analysing and re-designing business processes as necessary, aligning business needs with technical capabilities, documenting and consulting on requirements, defining test scenarios and dealing with complex and conflicting information. Negotiation, mediation and analytical skills are key to this role.

We offer a comprehensive range of benefits and policies to help balance commitments at work and home, including hybrid working.

Due to project timescales, we are seeking an early start date.

At the Commission we champion diversity, inclusion and wellbeing. We pride ourselves on being an employer of choice, cultivating a sense of belonging and providing a workplace where everyone feels valued. We aim to have a workforce which represents the wider society that we serve and therefore encourage applications from people of all backgrounds and under-represented groups.

For more information on applying, please visit our website: <https://www.mwcscot.org.uk/about-us/work-us>

To apply, please send a copy of your CV and short application form to mwc.recruitment@nhs.scot

Closing date for receipt of applications is **Monday 23 May at 12 noon** with an interview date of **Monday 30 May**. Interviews may be held remotely or in our office in Edinburgh.

# Assistant Project Manager /Business Change Analyst

# Job Description

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| **Job Title:** | Assistant Project Manager /Business Change Analyst |
| **Reports To:** | Project Manager |
| **Direct Reports:** | None |

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| 1. **Job Purpose**
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| The organisation is replacing its patient record management IT system and we are looking for a Business Change Analyst as an essential member of the Project Team. The post will also have Assistant Project Manager responsibilities, leading the team in the Project Manager’s absence and ensuring key deliverables are met. The main focus of this role is to identify and analyse areas for improvement by assessing our current system and processes, outlining problems, opportunities and recommendations to inform the solution and providing relevant information that will inform the decisions on procurement and implementation of the project. |

| 1. **Dimensions**
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| As a small organisation we need people to develop a wide range of skills, experience and speciality which in a larger organisation would have several specialised posts or even whole departments. You will be working with the business and our IT colleagues to identify and capture current and new business needs, responsible for developing detailed process maps and collating and prioritising business requirements. This role requires a disciplined approach and experience of managing change. |

| 1. **Role of the Mental Welfare Commission for Scotland**
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| We protect and promote the human rights of people with mental illness, learning disabilities, dementia and related conditions We do this by:* Checking if individual care and treatment is lawful and in line with good practice
* Empowering individuals and their carers through advice, guidance and information
* Promoting best practice in applying mental health and incapacity law
* Influencing legislation, policy and service development
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| **4. Key Result Areas** |
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| Responsible for assessing current business processes and systems to identify and resolve business issues and document business functional and non-functional requirements.Undertake business analysis tasks to the level required to support the business case.Responsible for the mapping of current ‘as is’ and ‘to be’ processes.Responsible for stakeholder engagement to elicit complex information from stakeholders and interpret it to extract information relevant to the project. Managing engagement with business areas and ensuring that information is delivered in a way to encourage understanding, agreement and co-operation.Collaborating with various stakeholders to find solutions, whilst managing expectations.To identify current processes and where improvement and efficiencies to systems can be made. Responsible for the gathering, identifying and documenting business requirements.To project manage the procurement evaluation phase of the project in the absence of the Project Manager.To lead on specific strands of the project as agreed providing both project management and business analysis as required.Analysis of business requirements, organising into related categories and translating into technical requirements. Providing a clear vision and communication method to share this information with stakeholders across the organisation to that it is unambiguous and complete.Applying techniques to establish and analyse the current state and future state of people, processes and technology. Responsible for creating and documenting functional and non-functional requirements including quality attributes, usability, security, reliability, performance, availability and scalability into a detailed requirements catalogue.Working closely with the technical and business areas of the business and interacting directly with the Project Manager.To play a key role in making sure that everyone understands the requirements of the business.To understand how the functional needs relate to the overall objectives of the project. |

| 1. **Planning and Organising**
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|  The post-holder is expected to prioritise and manage their own workload and report directly to the Project Manager.The post-holder will work autonomously across the organisation and engage with key stakeholders.  |

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| 1. **Internal and External Relationships**
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| In addition to the Project Manager as line manager, the key internal relationships are:Systems analyst – to gain an understanding of the current patient database and casework system and identify improvements;Casework Manager – to gain an understanding of how the Casework Team utilise the current patient database and casework system and identify improvements;Executive Directors– to gain an understanding of how the practitioners (nursing, social work and medical) utilise the current patient database and casework system and identify improvements;Casework administrators and practitioners - to define current processes and scope improvements for the new system.**Key external relationships** * Medical records staff – to engage with medical records staff to define requirements catalogue and process maps
* Designated Medical Practitioners – to engage with DMPs to develop requirements catalogue and process maps
* Senior staff in key partner organisations such as Mental Health Tribunal Service, Office of the Public Guardian, Scottish Courts and Tribunal Service, Police Scotland and Scottish Government to define requirements catalogue and process maps
* Potential suppliers and preferred suppliers
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| 1. **Most Challenging Aspects of the Job**
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| The post-holder needs to understand the requirements of multiple stakeholders and ensure that they communicate effectively with all stakeholders and translate their needs into non-conflicting project deliverables. The post-holder is required to get up to speed quickly on the main processes of current mental health and incapacity legislation as well as any major changes in the review of the legislation that could have an impact on our systems and processes. It also requires attention to detail and in depth knowledge of our processes, mapping of these, to allow business case and procurement documentation to be developed.  |

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| 1. **Skills/Qualifications and Experience**
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| See person specification |

# Assistant Project Manager /Business Change Analyst

# Person Specification

**The following are essential criteria**:

* Business Analysis qualification or Prince 2 Project Management qualification or related field or experience;
* Substantial experience as a business systems software analyst role;
* Ability to organise and analyse large volumes of information with accuracy;
* Ability to process complex and sometimes conflicting information and to communicate this verbally and in writing in an accessible way;
* Experience of improving business processes and actively encourage cultural change where business processes can be improved or automated;
* Good working knowledge of complex information and case management systems;
* Sound knowledge of issues relating to information security and Data Protection;
* Ability to communicate (written and verbal) and presentation skills;
* Ability to work effectively with technical and non-technical stakeholders at all levels;
* Proven ability to listen to stakeholder needs and critically consider those needs whilst asking probing questions.
* Ability to analyse complex information and negotiate and mediate to improve and streamline processes and help the project reach it objectives.
* Ability to work effectively with technical and non-technical stakeholders at all levels

**Desirable**

* Project management experience
* Experience of public sector procurement processes and evaluation process
* An appropriate postgraduate qualification in an IT, Business (e.g. MBA) or other technical / management discipline,
* Knowledge of NHS digital systems
* Knowledge of Scottish Government digital first strategy

# Employment Information – Assistant Project Manager /Business Change Analyst

The following notes summarise the key points of the terms and conditions.

Full details will be provided with an offer of employment.

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| **Headquarters** |  Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HD. |
| **Pay** | **£44,007 - £48,897 per annum.** |
| **Manager** |  The post holder reports to the Project Manager. |
| **Hours of work** |  Full-time posts are 5-days per week of 37 hours, exclusive of breaks but the hours of attendance may be varied, by agreement, to meet the needs of the work. |
| **Contract Type** |  This post is offered on a temporary basis for a period of 2 years or as a secondment. For secondment applications, agreement, in principle, should be obtained from your parent organisation prior to application.  |
| **Leave** | Annual LeaveThe annual entitlement for full time posts is 25 days per year, rising to 30 days after 10 years’ relevant service. (NHS and local authority service is counted as relevant service). The annual entitlement for part-time posts is pro-rated to the full time equivalent. **General/Public Holidays**Public and privilege holidays total 11.5 days per leave year, 6 of these are on set dates and the remainder can be taken as required. The public/privilege holiday entitlement for part-time posts is pro-rated to the full time equivalent.The leave year runs from **1st April to 31st March**. |
| **Superannuation** | [NHS Pension Scheme](http://www.sppa.gov.uk/index.php?option=com_content&view=article&id=43&Itemid=4) is available to all employees subject to scheme rules. Secondees may remain in parent organisation pension schemes.  |
| **Our Values** | The Commission operates a set of internal values for staff. |
| **Data protection** | The information you provide on your CV/application form will be used to assist in the process of recruitment and selection in accordance with the Policy of the Mental Welfare Commission. If you are successful in your application the information you provide will be used for HR and payroll purposes. By signing the declaration section of the application form it is understood that you consent to the use and storage of your personal information for the above stated purposes. |
| **Work outside the Commission** | It is important to identify and minimise any conflicts of interest that could prevent staff from making fair and objective judgements, or could be perceived as doing so by service-users, practitioners and the public. Details are contained in the Commission’s Conflict of Interest Policy. |
| **Probationary period** | The post requires a six months’ probationary period. |
| **Disclosure Scotland** | You will be required to submit an application for a Disclosure Scotland Certificate. |
| **Complaints** | The Commission has a Complaints Policy. All applicants have access to it if they feel they have been unfairly treated during the recruitment and selection process. External applicants should direct any concerns to the Human Resources department and internal applicants have recourse to the Commission’s Grievance Procedure. |
| **Equal opportunities** | The Commission is an equal opportunities employer. |

# How to Apply

The Mental Welfare Commission encourages applications from all sections of the community.

We hope the information we have provided will encourage you to find out more about this opportunity.

To apply, please send a copy of your CV with accompanying short application form to mwc.recruitment@nhs.scot

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