



## Professional Role Profile

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**Role:** Corporate Services Business Analyst

**Department:** Royal Gibraltar Police

**Responsible to:** Superintendent Professionalism

### JOB PROFILE

To provide professional business analysis capability within the Royal Gibraltar Police by understanding organisational needs, analysing business processes, systems and data, and supporting the development of practical, evidence-based solutions that improve service delivery, efficiency and organisational performance.

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### Key Accountabilities - (This section details the key responsibilities required of the role)

- Act as a bridge between operational & business areas, Corporate Services, project leads and ICT, ensuring business needs are clearly understood and translated into workable requirements.
  - Engage with officers, police staff and stakeholders to identify challenges, opportunities, dependencies and priorities across business processes, systems and service delivery.
  - Gather, analyse and document business requirements, use cases, process flows, options appraisals and change proposals to support informed decision-making.
  - Undertake research, feasibility work, impact assessments, cost-benefit analysis, return on investment assessments and other analytical exercises to support business change and organisational improvement.
  - Support the development of business cases, option papers, briefing notes and recommendations for senior leaders, ensuring these are evidence-based, clear and professionally presented.
  - Lead or facilitate stakeholder workshops, meetings and consultations to explore issues, define requirements, challenge assumptions and build consensus.
  - Undertake process mapping, data modelling, business process review and redesign activity to identify inefficiencies, duplication, risks and opportunities for improvement.
  - Analyse multiple sources of qualitative and quantitative information to provide accurate, relevant and timely insight in support of projects, programmes and service reviews.
  - Identify expected benefits, baseline positions, measures of success and tracking arrangements to support benefits realisation and post-implementation review.
  - Work with project teams & operational leads to ensure recommendations align with organisational priorities, capacity, governance requirements & future business capability.
  - Support change activity through the preparation of documentation, reports, presentations, action plans and implementation materials as required.
  - Promote constructive stakeholder engagement, trust and cooperation, managing expectations professionally and helping to secure buy-in for change.
  - Maintain accurate records of analysis, decisions, assumptions, risks, dependencies and recommendations in line with force procedures and information governance requirements.
  - Keep up to date with relevant analytical techniques, project methodologies, technological developments and good practice in business improvement.
  - Undertake any other duties commensurate with the grade of the post as may reasonably be required.
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All RGP staff are expected to understand and act within Our Code of Ethics and Competency and Values Framework (CVF).



## COMPETENCY AND VALUES FRAMEWORK (CVF)



The CVF aims to support all policing professionals and sets out recognised behaviours and values which provide a consistent foundation for a range of processes. This framework ensures that there are clear expectations of everyone working in policing which in turn will lead to standards being raised for the benefit and safety of the public.

The CVF has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice. The table below highlights the levels for this role.

[Click here to access the Competency and Values Framework \(CVF\) document.](#)

Resolute, compassionate and committed	
We are emotionally aware Level 2	We take ownership Level 2
Inclusive, enabling and visionary leadership	
We are collaborative Level 2	We deliver, support and inspire Level 2
Intelligent, creative and informed policing	
We analyse critically Level 2	We are innovative and open-minded Level 2



## Qualifications, Experience and Skills

<b>PERSON SPECIFICATION – CORPORATE SERVICES BUSINESS ANALYST</b>		
<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• 5 GCSE (including English &amp; Math) and a minimum of 2 A Levels or equivalent.</li> <li>• Educated to degree level in business analysis, business management, data analysis, project management, ICT or a related discipline, or equivalent relevant professional experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Business analysis qualification such as BCS Certificate / Practitioner in Business Analysis Practice, Requirements Engineering, Process Modelling or equivalent, or ability to demonstrate equivalent knowledge and experience.</li> <li>• Additional qualification in data analytics, systems analysis, process improvement or business change.</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of working in a business analysis, change, research, performance or organisational improvement environment.</li> <li>• Experience of gathering, analysing and documenting requirements from a range of stakeholders.</li> <li>• Experience of process mapping, option appraisal, problem analysis and the production of clear recommendations.</li> <li>• Experience of preparing reports, briefings, presentations, business cases or similar documentation to support management decision-making.</li> <li>• Experience of working with data and information methodically to identify trends, risks, issues and opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within policing, criminal justice, emergency services, government or another complex public sector environment.</li> <li>• Experience of supporting digital transformation, service redesign, systems implementation or organisational change projects.</li> </ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• Knowledge of business analysis techniques, including requirements gathering, process mapping, impact analysis and option appraisal.</li> <li>• Understanding of business improvement and change methodologies such as BPMN, SIPOC, SWOT, benefits realisation and continuous improvement approaches.</li> <li>• Good understanding of information technology and the role of systems, data and digital tools in service delivery and organisational performance.</li> <li>• Awareness of governance, confidentiality, information management and data protection requirements relevant to a policing environment.</li> <li>• Commitment to continuous professional development and keeping up to date with modern analytical and business improvement practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Gibraltar public sector, local policing structures or the wider criminal justice environment.</li> </ul>



<b>Key Skills and Behaviours:</b>	<ul style="list-style-type: none"> <li>• Excellent analytical skills, with the ability to break down complex issues and evaluate evidence objectively.</li> <li>• Excellent written and verbal communication skills, with the ability to present information clearly to a range of audiences.</li> <li>• Strong stakeholder engagement and facilitation skills, with the ability to build credibility, challenge constructively and gain consensus.</li> <li>• Able to work accurately and methodically with data, documentation and business information. Skilled in Microsoft Office applications, particularly Excel, Word and PowerPoint, and able to use digital tools to support analysis and reporting.</li> <li>• Able to manage competing priorities, work independently and respond flexibly to changing organisational demands.</li> <li>• Able to handle sensitive information with discretion and maintain confidentiality at all times.</li> <li>• Able to work collaboratively with officers, police staff, government departments and external partners.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively in Spanish.</li> <li>• Experience of using analytical, reporting or process-mapping software tools.</li> </ul>
<b>Other requirements:</b>	<ul style="list-style-type: none"> <li>• Able to attend meetings, workshops or operational locations as required in support of business analysis and improvement activity.</li> </ul>	

**Required Vetting Level:**

**Recruitment Vetting (RV)**

Recruitment Vetting (RV) is required for this role due to the post-holder’s access to police premises, systems, information, and business records. The postholder must maintain the required level of clearance for the duration of their appointment.

