



mental welfare
commission for scotland

**Business Analyst
Fixed Term/Secondment
31 March 2025**

Application pack – June 2024



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Foreword

Dear Candidate,

Thank you for your interest in this post and in the Mental Welfare Commission.

Our Mission is to be a leading and independent voice in promoting a society where people with mental illness, learning disabilities, dementia and related conditions are treated fairly, have their rights respected, and have appropriate support to live the life of their choice.

It is an exciting time to join the Mental Welfare Commission to contribute to our strategic priorities, challenging and promoting change, focusing on the most vulnerable, increasing our impact and improving our efficiency and effectiveness.

This is an opportunity to contribute to a national organisation focussing on the rights of individuals. For details of our recent work including our reports following visits, responses to the Scottish Mental Health Law Review, Monitoring reports, Good Practice Guides, Themed Visits or Investigations, please click on our [web-link](#) to read about the range of work we do. This role will allow you to apply and develop your knowledge of ethical and legal considerations in the care of patients, service users and those important to them across different parts of Scotland.

Our office environment is modern, light, bright and green with superb views and is very close to Haymarket Railway station and transport links.

As an employer, we offer excellent terms and conditions of service including a generous pension scheme, a commitment to learning and development and access to an Employee Assistance Programme and comprehensive staff benefits.

We offer:

- a comprehensive range of HR policies including policies to help balance commitments at work and home and flexible family friendly working arrangements.
- training and development opportunities
- access to occupational health services
- access to an employee assistance programme
- access to staff benefits/staff discounts
- a cycle to work scheme.
- access to the NHS pension scheme

The following information will help you with your application:

- recruitment advertisement
- job description
- person specification
- terms and conditions of employment information sheet

We hope you are encouraged to apply and look forward to receiving your application form (with font size no smaller than 11).

HR Recruitment team

Our mission and purpose

Our Mission

To be a leading and independent voice in promoting a society where people with mental illness, learning disabilities, dementia and related conditions are treated fairly, have their rights respected, and have appropriate support to live the life of their choice.

Our Purpose

We protect and promote the human rights of people with mental illness, learning disabilities, dementia and related conditions.

Our Priorities

To achieve our mission and purpose over the next three years we have identified four strategic priorities.

- To challenge and to promote change
- Focus on the most vulnerable
- Increase our impact (in the work that we do)
- Improve our efficiency and effectiveness

Our Activity

- Influencing and empowering
- Visiting individuals
- Monitoring the law
- Investigations and casework
- Information and advice



Business Analyst

£49,442 to £54,936 per annum

Fixed term post or secondment opportunity until 31 March 2025 initially with possibility of extension

Based in Edinburgh, hybrid working options.

We protect and promote the human rights of people with mental illness, learning disabilities, dementia, and related conditions.

We have an exciting opportunity for a Business Analyst to join the Commission on a 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 is 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 Business 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 supporting the delivery of 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.

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. Ideally our preferred candidate will be able to start immediately after their pre-employment checks are completed.

As an employer, we offer excellent terms and conditions of service including a generous pension scheme, a commitment to learning and development and access to an Employee Assistance Programme and comprehensive staff benefits.

We also offer a comprehensive range of HR policies including policies to help balance commitments at work and home and flexible working arrangements.

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.

Our office environment is modern, light, bright and green with superb views and is very close to Haymarket Railway station and transport links.

For more information on applying, please phone 0131 313 8772 or visit the website at <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

Please apply by return as no closing date is set and an early start date is required. Interviews will be arranged for short-listed candidates.

Business Analyst – Job Description

Job Title:	Business Analyst
Reports To:	Project Manager IMP

1. Job Purpose
<p>The organisation is replacing its patient record management IT system and we are looking for a Business Analyst as an essential member of the Project Team. The post will play a key role in working with the current Business Analyst to deliver a business critical core cloud solution, ensuring key deliverables are met.</p> <p>The main focus of this role is to work with the existing team 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.</p>

2. Dimensions
<p>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.</p>

3. Role of the Mental Welfare Commission for Scotland
<p>We protect and promote the human rights of people with mental illness, learning disabilities, dementia, and related conditions.</p> <p>We do this by:</p> <ul style="list-style-type: none">• 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

4. Key Result Areas

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 help lead the business analysis activities including analysing of current data sets, conducting research, and mapping of processes,

To lead on specific strands of the project as agreed providing both associated 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.

Ability to create visual diagrams including Use Case diagrams, mock-ups and wireframes.

Applying techniques to establish and analyse the current state and future state of people, processes, and technology.

Responsible for ensuring the documented functional and non-functional requirements including quality attributes, usability, security, reliability, performance, availability, and scalability are understood by the new supplier.

Working closely with the technical and business areas of the business and interacting directly with the Project Manager and Business Change Analyst / Assistant 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.

To engage with new solution supplier to ensure business requirements are documented and delivered.

5. Planning and Organising

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.

5. Internal and External Relationships

In addition to the Project Manager as line manager

Key internal relationships

Business change Analyst / Assistant project manager – to gain understanding of areas for improvement and agree roadmap for data gathering;

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

Solution supplier – to ensure the business requirements are understood and delivered.

Medical records staff – to engage with medical records staff to define requirements catalogue and process maps.

Registered Medical practitioners - to engage with RMOs to develop process maps and gain buy-in for process change.

Designated Medical Practitioners – to engage with DMPs to develop process maps and gain buy-in for process change.

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.

6. Most Challenging Aspects of the Job

The post-holder needs to understand the requirements of multiple stakeholders and ensure that they communicate effectively with all stakeholders translating their needs into non-conflicting project deliverables.

The post-holder should be able to work in a challenging environment and have the ability to think on their feet and work autonomously and as part of a team.

The post-holder is required to get up to speed quickly on the main processes that relate to the 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.

Attention to detail and in-depth knowledge of our processes, mapping of these, to allow business case and procurement documentation to be developed.

The post-holder must have the skills to work in a small organisation, that does not have a wide berth of technical and business staff to support the project, therefore the candidate should be flexible in their approach.

7. Skills/Qualifications and Experience

See person specification.

Business Analyst - Person Specification

It is important to note that to be considered for appointment you must meet all of the essential criteria for the role. You should be able to demonstrate both within your application, and at interview (if invited to attend), how your skills, knowledge, values, and personal qualities match those required.

Essential	Desirable
<ul style="list-style-type: none"> • 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 its objectives. • Ability to work effectively with technical and non-technical stakeholders at all levels 	<ul style="list-style-type: none"> • 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 – Business Analyst (fixed term/secondment)

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

Full details will be provided with offers of employment.

Headquarters	Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HE Options for hybrid working
Pay	£49,442 - £54,936 per annum
Type of Contract	Fixed term post or secondment opportunity until 31.03.2025 initially with possibility of extension. Applications will also be considered for a secondment opportunity. Agreement, in principle should be obtained from your parent organisation prior to application.
Manager	The post-holder reports to the Project Manager
Hours of work	Full-time posts are normally 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.
Leave	<p>Annual Holidays The 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). Leave entitlement is pro-rata for part-time posts.</p> <p>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. For part time posts, the public/privilege holiday entitlement is pro-rata to full time equivalent. The leave year runs from 1st April to 31st March.</p>
Superannuation	<p>NHS Pension Scheme is available to all staff subject to scheme rules.</p> <p>Please click here for contributions details.</p> <p>The employer currently contributes an amount equal to 20.9% of pensionable pay into the scheme on members' behalf.</p>
Staff Benefits	<p>Through the Commission Staff Benefits scheme there is access to a wide variety of offers and discounts from the UK's most popular retailers and service providers. The current provider is EdenRed. There is also access to, My Gyms discount site, the UK's largest network of gyms, studios, fitness centres and sports clubs across the UK with discounted membership offers. A comprehensive Employee Assistance Programme is also available and access to a Cycle to Work Scheme.</p> <p>(The Commission reserves the right to withdraw, amend the schemes and change providers as appropriate)</p>
Our values	The Commission operates a set of internal values for staff.

Performance, Learning and Development	There is a performance development system in operation within the Commission. Progression through the salary scale is subject to satisfactory performance.
Data protection	<p>The information you provide on the application form and any supplementary forms will be used to assist in the process of recruitment and selection in accordance with the Policy of the Mental Welfare Commission.</p> <p>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.</p>
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 people with lived experience and carers, practitioners, and the public. Details are contained in the Commission's Conflict of Interest Policy.
Probationary period	The post requires a 6 months' probationary period.
Disclosure Scotland	You will be required to apply for a Basic Disclosure Certificate and completion of a self declaration.
Occupational Health Screening	Any offer of employment is subject to satisfactory Occupational Health clearance. The successful candidate will be asked to complete a Pre-Employment Health Questionnaire. NHS Lothian Occupational Health will make an assessment on your fitness to carry out the post based on the information contained within the questionnaire. In certain circumstances further information is required before clearance can be given, and Occupational Health may contact you by telephone or request that you attend for an appointment. Clearance may be subject to you attending for a post-employment appointment and it is vital that you attend this appointment if required
Complaints	The Commission has a Complaints Handling Procedure. 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.
Feedback	We do recognise the time and effort it takes to apply for a position. Following the short-listing process, you will be notified about the outcome of your application by email.

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 and short application form to

mwc.recruitment@nhs.scot

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