BUSINESS SERVICES ANALYST
REGULAR FULL-TIME

As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** *at the City of Surrey.*

EMPLOYMENT STATUS

Union - CUPE Local 402 - Regular Full-Time

SCOPE

The City is seeking a Business Services Analyst to join our new Social Infrastructure and Community Services Department! The Analyst will undertake complex work undertaking research and statistical analysis that supports the delivery of community wellbeing programs and services, the development of new programs and policies, and the monitoring and measurement of outcomes. This position will use strong analytical skills to support the work of the strategy and innovation team within the department. Much of the work will be conceptual and strategic in nature, but the ability to operationalize strategies and implement new initiatives is also core to the work of the team.

The incumbent will quickly synthesize information and provide summaries of analysis to management to inform departmental operations. High quality communication skills, attention to detail and ability to write clearly and concisely in a professional style is vital for this position. Flexibility and adaptiveness will be key to delivering high quality research and analysis under tight deadlines and ensuring excellent data management and analytics to support the team. The incumbent will exercise judgment and initiative within established policies and guidelines to deliver on team projects. This role differs from a traditional IT focused Business Analyst position in terms of the content of the strategies, projects and services that the team delivers, and the types of research undertaken. However, business analysis skills in terms of gathering stakeholder input, assessing options, and making recommendations will be important in the role.

RESPONSIBILITIES

- Conducts research on programs and services and operational matters to identify issues, opportunities, options, and risks.
- Designs and implements research methodologies related to social policy, social infrastructure, community focused program delivery including statistical analysis.
- Develops surveys, conducts interviews and engagements with stakeholders and utilizes other tools to collect data and information to support business decision making.
- Assesses and documents processes and workflows to inform recommendations for enhancements.
- Sources, assesses, and synthesizes data and information gathered from internal and external sources (primary and secondary).

- Liaises with agencies, vendors, and staff to review, understand and assess feasibility and implications of requests and recommendations.
- Develops strategic insights, informed by evidence and data analysis, that support the team to achieve operational and program objectives.
- Prepares complex and comprehensive reports and documentation on analysis, findings and recommendations. Develops and delivers presentations as required.
- Monitors and evaluates performance measure data to support implementation of programs and services.
- Assists in preparation of long-term strategies, action plans and other reports to address priorities of the department and of Mayor and Council and exercises discretion and judgement on sensitive files related to vulnerable persons.
- Attends and facilitates workshops, meetings and information sessions related to the work. Produces ad-hoc reports for management as required.
- Identifies and tracks operational issues, deficiencies, and opportunities for improvement.
- Prepares and maintains complex files, records, documentation, and statistical data related to the work. Acts as resource person and provides guidance and support on issues related to the work.
- Assists other staff in performing their duties.
- Performs related duties as required.

QUALIFICATIONS

As the successful applicant, you possess the following qualifications:

- Degree in a related discipline including courses in mathematics, statistics and/or research methodology.

- Minimum of three years related experience.

- An equivalent combination of education and experience may be considered.

Asset qualifications:

- Demonstrated aptitude with MS Excel and Power BI.

OTHER INFORMATION

Pay Grade	Standard Step 1	6 Month Step 2	18 Month Step 3	30 Month Step 4
24	$42.19	$43.77	$45.61	$47.52

This job will be posted until May 30, 2024.