

Job Title	Service Design Business Analyst	Classification	Grid Level 27
Department	Client Services	Date Updated	December 2025
Reports to	Director, Client Services		

PROGRAM AND STRUCTURE

Legislative Assembly staff provide non-partisan services to the institution of Parliament and its elected members in the areas of procedural advice, administrative support and information services. The Legislative Assembly is an autonomous employer, separate from the administrative framework of government ministries and agencies, which operates under the authority of the *Constitution Act* and the *Legislative Assembly Management Committee Act*.

DEPARTMENT SUMMARY

Client Services facilitates service delivery to Members of the Legislative Assembly (MLAs), caucus staff, and constituency office staff. The department provides a range of services and supports to these key client groups through a single window service delivery model, supported by a Client Care Team, in a manner that provides seamless service from the client view and maintains a high degree of responsiveness and commitment to service excellence. The department plays an integral part in the full client experience particularly during transition times that stem from a provincial general election or a by-election. This includes onboarding and offboarding activities related to Administration corporate services for MLAs, caucuses, and their staff. Client Services manages centralized leasing support for Members and their constituency offices.

JOB SUMMARY

Reporting to the Director, Client Services, the Service Design Business Analyst (Analyst) plays a critical role in the design, mapping, and implementation of business transformation solutions to improve service delivery to MLAs, constituency office staff and caucus staff. The Analyst leads engagements and planning with departments across the organization to acquire in-depth knowledge of business areas and gain information on trends and opportunities, conducts requirements analyses, performs the necessary evaluations, and documents processes and workflows. The Analyst plays a key role in transforming and supporting a centralized client service model. This role is responsible for mapping client journeys, defining service processes, establishing KPIs, and integrating tools like knowledge bases, communications, and helpdesk platforms. The Analyst also supports change management, stakeholder engagement, and continuous improvement by analyzing service data and identifying opportunities to enhance client experience. With strong skills in process design, data analysis, and cross-functional collaboration, the Analyst ensures service delivery is streamlined, responsive, and aligned with organizational goals.

KEY RESPONSIBILITIES

- Oversees strategic identification, mapping, and redesigning business processes to enhance service delivery and client experience.
- Develops service design artifacts, including journey maps, service blueprints, and personas, and integrates voice-of-customer insights to inform usability testing and experience improvements.

- Defines service transition strategies, including self-service models, Tier 1/2 support, and escalation pathways.
- Provides strategic advisory support on transformation initiatives with significant organizational impact.
- Leads departmental and cross-functional engagements through interviews, workshops, and data analysis to capture insights and co-create solutions.
- Conducts comprehensive business analysis, including requirement gathering, systems evaluation, and needs assessments to identify options, risks, and cost-benefit considerations for transformation initiatives.
- Designs and supports implementation of new processes, workflows, and systems to improve service delivery and achieve strategic goals.
- Collaborates with partners to ensure solutions align with user experience principles and best practices.
- Translates transformation goals into actionable plans, aligning engagement, communication, and change management strategies to foster partner alignment and user-centred adoption.
- Champions change by informing strategy, engaging clients and partners, and supporting communication and training initiatives.
- Develops benchmarks and measurement criteria to establish baseline service level expectations and turn client insights into service requirements.
- Anticipates and analyzes issues affecting performance targets for internal services and client groups.
- Develops and delivers business cases, project charters, presentations, training, and communications for internal Administration leadership and staff, and clients.
- Develops and manages roadmaps to track progress, issues, and risks related to improvement initiatives.
- Guides budget development and decisions to support change initiatives and optimize, financial and material resource allocation.
- Performs other duties as assigned within scope of work.

ORGANIZATION STRUCTURE

Clerk of the Legislative Assembly of BC
 Deputy Clerk of the Legislative Assembly
 Director, Client Services
Service Design Business Analyst

SELECTION CRITERIA

EDUCATION, TRAINING & EXPERIENCE

- Post-secondary education in a related field, with at least five years of experience in a complex service-oriented environment, or an equivalent combination of education and experience. *Relevant experience may include:
 - Business needs identification and assessment, process and systems integration, and cross functional process development and mapping.
 - Applying service design, human centered design, design thinking, journey mapping, data analytics, service blueprints, and user research to support service initiatives.
 - Leading initiatives and supporting teams using recognized project and organizational change management (OCM) approaches.
 - Developing and delivering compelling business charters, reports and presentations.

- Facilitating and building consensus for problem solving and establishing effective operations and services.
- Certification in business analysis or process management optimization/improvement is an asset.
- Experience in parliamentary or public sector environments is an asset.
- Experience with knowledge base and service management tools development is an asset.

KNOWLEDGE, SKILLS & ABILITIES

- Strong knowledge of business analysis methodology and practices.
- Proficiency in process optimization methodologies and techniques.
- Understanding of service design and human-centered design principles, including journey mapping, service blueprinting, and design thinking.
- Knowledge of organizational change management (OCM) principles and their application in transformation initiatives.
- Familiarity with data analysis methods to inform service improvements and measure outcomes against benchmarks.
- Awareness of project planning and roadmap development practices to track progress, risks, and deliverables.
- Knowledge of digital tools and service management platforms that support workflow optimization and knowledge management.
- Skilled in developing and refining workflows based on analysis and client feedback.
- Ability to analyze qualitative and quantitative data to inform service enhancements.
- Proficiency in creating service design artifacts and integrating voice-of-customer insights.
- Strong collaboration, interpersonal, and written and verbal communication skills.
- Exceptional organizational, prioritization, and time management skills.
- Ability to exercise good judgment and innovative problem-solving in complex environments.
- Demonstrates professionalism, integrity, tact, and sound judgment.
- Dedicated to achieving excellent service and results.
- Maintains impartiality, discretion, and confidentiality in sensitive environments.
- Resourceful and adaptable in dynamic situations with competing priorities.
- Builds and maintains strong relationships across organizational levels.
- Works independently while collaborating effectively with leadership, clients and partners.
- Demonstrates initiative and resilience in high-impact service delivery environments.