

The assignment concerns a senior **Business Analyst** role within a large justice-sector digitalization program aimed at improving the execution of financial penalties, reducing administrative workload across the criminal justice chain, optimizing data exchanges between public institutions, and enhancing services provided to citizens.

The selected consultant will support the implementation of the Central Recidivism Database for Traffic Offences project. The role combines business analysis, process optimization, stakeholder coordination, IT project support, data flow analysis, and change management within a multi-stakeholder public-sector environment.

Your missions:

- Lead and coordinate business analysis activities for the Central Recidivism Database for Traffic Offences project.
- Translate business and policy objectives into functional solutions.
- Analyze and optimize inter-organizational processes and data exchanges.
- Support and monitor IT developments and supplier activities.
- Ensure alignment between all stakeholders involved in the judicial and administrative ecosystem.
- Contribute to the definition and implementation of standardized working methods.
- Support end users through documentation, training, and knowledge transfer initiatives.

Your activities:

#### Business Analysis & Process Optimization

- Perform business analysis activities, including As-Is and To-Be process mapping.
- Identify opportunities to improve data quality and process efficiency.
- Analyze and optimize data exchanges between police services, mobility administrations, public prosecutors, courts, and other stakeholders.

#### Project Support & IT Coordination

- Write detailed user stories and define acceptance criteria.
- Follow up IT suppliers during functional analysis activities.
- Support and coordinate User Acceptance Testing (UAT).
- Escalate risks, issues, dependencies, and blockers to the Project Manager.
- Ensure proper documentation and maintenance of collaboration tools.

#### Stakeholder Management & Governance

- Support the Public Prosecutor's Office in establishing a unified approach to recidivism management for traffic offences.
- Facilitate workshops, working groups, and meetings with multiple stakeholders.
- Coordinate the business analysis stream related to the central recidivism database initiative.

#### User Support & Knowledge Sharing

- Produce clear user manuals and operational documentation.
- Design and support training sessions for new or modified functionalities.
- Assist users during change adoption and implementation activities.

You have the following skills:

#### Mandatory

- Minimum 5 years of experience as a Senior Business Analyst.
- Bachelor's degree in a relevant field.
- Strong knowledge of business analysis and functional analysis.
- Experience with process modelling and BPMN.
- Experience writing user stories and acceptance criteria.
- Strong stakeholder management and communication skills.

- Experience working on IT projects.
- Experience coordinating and following up suppliers.
- Strong documentation and reporting skills.
- Knowledge of project delivery methodologies such as Agile and/or Prince2.
- Good understanding of English.
- Fluent in French or Dutch, with good understanding of the other national language.

#### Nice to Have

- Experience managing projects involving multiple data flows from different organizations.
- Experience in public-sector projects.
- Experience in complex business analysis within governmental environments.
- Affinity with justice, legal, traffic offence, or public administration domains.
- Experience with data exchange and interoperability initiatives across organizations.
- Knowledge of Confluence and Jira.

#### Environment & Stakeholders

The Business Analyst will work with and coordinate stakeholders from:

- Police services
- Public Prosecutor's Office
- Courts and Tribunals
- Mobility Administration
- Finance Administration
- IT suppliers
- Project Management teams
- End users and operational teams

#### Main Deliverables

- As-Is and To-Be process flows
- Business analysis documentation
- Functional requirements
- User stories and acceptance criteria
- UAT support and reporting
- Stakeholder workshop outputs
- Project documentation
- User manuals
- Training materials
- Risk and issue reporting
- Process and data flow optimization recommendations