ual:

JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title: Functional Analyst (Student Accounting Module)	**Salary**: £38,010.00 - £45,603.00
Grade: 5	**Location:** 272 High Holborn, London, WC1V
Accountable to: Academic Registry Business Analyst **Responsible to:** Build Manager, Project Manager(s), Test Manager, Finance Managers	**College/Service**: Academic Registry

Purpose of Role: To contribute to the design and build of the new Student Record Systems (Tribal SITS), its components, and integrating systems, with a specific focus on the Student Accounting Module (SAM).

To support the integration of finance processes with SAM through the full student journey (Admissions, Enrolment and Graduation). To support related line-of-business applications, and contribute to continuous improvement initiatives.

The post holder will take a leading role in working with the work stream leads, subject matter experts and project managers to prioritise requirements, execute functional testing and validate product builds. As well as that, the post holder will support transition to live, and be a champion for supporting the business change in affected Finance areas.

The Functional Analyst will work closely with suppliers, Finance system users, project team, and programme stakeholders, and will be an intrinsic part of all discussions relating to translating business requirements into system processes.

Duties and Responsibilities

1. To contribute to key University projects that include technical and business process change, in particular those that support migration to the new Student Record System (Tribal SITS), and its student financial accounting module (SAM).

2. To take a leading role in preparing and agreeing revised finance business processes and SAM system configuration, and assist with implementing these consistently across the University's systems and teams.

3. To support creation of a technical requirements specification for student and fees administration business processes, and following on from this to develop and update comprehensive technical documentation and procedures, consulting with users and other stakeholders to ensure accuracy and correct product/process definitions.

4. To advise the SAM Senior User and Work Stream Lead in the evaluation of conflicting options and the selection of the best solution for the University as a whole.

5. To influence the development and contribute to the implementation of the overall Finance Department strategy, specifically contributing to the development of systems for the collection of income, ensuring systems and processes remain fit for purpose and dynamic, while gaining maximum value for money for the university

6. To build, test, transition, and support project deliverables as determined by the work stream Leads and Senior Users.

7. To contribute to the continual improvement and development of business processes to meet changing business needs.

8. To promote shared knowledge and understanding of the project deliverables. To share the knowledge they gain through show and tell demos, and direct engagement with affected

stakeholders.

9. To identify, monitor, and escalate where appropriate risks or issues which may impede delivery of project deliverables, initiating solutions where possible and employing a creative and innovative approach.

10. To define transition/training requirements and to work with trainers to develop programmes of staff development to support implementation of revised / new processes and to plan implementation schedules for revised / new processes, working with the appropriate project teams / boards.

11. To support key University systems in operation.

12. To write and maintain up to date technical documentation, reporting to work stream leads and the Head of Student Systems and Records and Head of Income Services

13. To monitor the quality of data / efficiency of the revised processes to ensure effective operation, identify issues and to continue to contribute to the enhancement and continual improvement of the business processes following implementation, acting on user feedback.

Information provision
14. To ensure system and process changes enable UAL to meet the legal and audit requirements by way of Government returns, HESA, QAA, General Data Protection Regulations, and Freedom of Information.

15. To keep up to date with both supplier product roadmaps, general technology developments and the requirements of the Higher Education sector (HESA, QAA, LSC etc.) and to support the project stakeholders understanding of highly complex and specialist information that will inform University decision-making.

Communication and relationships
16. To initiate and develop effective cross-University operational networks with staff at all levels to evaluate, test and refine systems and processes and in particular to ensure active collaboration across the University to ensure consistent benefit realisation.

17. To develop effective relationships with key technical suppliers relating to the software used in the project, (external contacts) to ensure the UAL position in relation to development issues within the sector is effectively represented.

18. To determine formal relationship as a client with UAL IT and Business Systems units, setting out expectations, timelines and requirements for specific projects to ensure coordinated and timely delivery of systems.

19. To take a lead coordinating and interfacing with internal and external technical contacts and resources, such as Developers/ Programmers, Database Administrators and other Systems and Business Analysts from suppliers, internal IT teams, Directors of College Administration, Heads of Academic Registry and Academic Registry staff members.

20. To communicate detailed regular updates as required to the project team on a range of complex, technical information to enable the work stream Leads and Senior Users to make informed decisions.

General
21. As a member of staff in Academic Registry you may be asked to assist in other areas of the department's work in order to maintain required levels of service during University-wide Registry activities such as Graduation and Enrolment. This may require working temporarily at another site during these events.

22. To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.

23. To undertake health and safety duties and responsibilities appropriate to the role

24. To work in accordance with the University's Equal Opportunities Policy and the Staff Charter,

promoting equality and diversity in your work.

25. To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.

26. To make full use of all information and communication technologies to meet the requirements of the role.

27. To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

28. To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)

<u>Key Working Relationships</u>: Academic Registry & Finance Section Heads, Academic Registrar, Head of <u>Student Systems and Records,</u> Head of Income Services, Finance Business Systems team, Supplier Consultants, Systems Manager, University Secretary and Registrar, Registry staff, IT staff, Business Systems staff, College administrators, Managers, Deans and their teams and Project Managers.

<u>Specific Management Responsibilities</u>

Budgets: There is no budget responsibility for this post.

Staff: Managing administrative support as required

Other (e.g. accommodation; equipment): None.

Job Title: Functional Analyst   **Grade:**   5

Person Specification

ual:

Specialist Knowledge/Qualifications	• SITS: Recent SITs e:Vision implementation experience • Knowledge of Sales Ledger Accounting • Knowledge of payment technologies and interfaces • Aware of main requirements for compliance with PCI-DSS standards and GDPR
Relevant Experience	• SITS: Recent SITs e:Vision implementation experience ideally with a focus on Student Accounting Module (SAM). • *Managing interfaces and data migration between Student Records Systems and Finance Information Systems as well as resolving reconciliation differences that may arise*
Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Research, Teaching and Learning	N/A
Professional Practice	N/A
Planning and managing resources	Plans, prioritises and manages resources effectively to achieve long term objectives
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Student experience or customer service	Contributes to improving or adapting provision to enhance the student experience or customer service
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria

Last Updated: October 2018