

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Functional Analyst
Grade: 5

Salary: £38,694.00 - £46,423.00 per annum
Location: High Holborn

Responsible to: Deputy Head Student Records and Systems (Projects)

College/Service: Academic Registry

Purpose of Role: This role's focus is to contribute to the continued design, build and support of the Student Record System (Tribal SITS) and other key Registry systems including the time-tabling system (CELCAT), its components, and integrating systems. To support the definition and design of processes through the full student journey (Recruitment to Graduation). To support line-of-business applications, and contribute to continuous improvement initiatives.

The post holder will take a leading role in working with the business to determine and prioritise processes and requirements and realising them within the UAL business systems. The post holder will analyse requirements, translating them into system design specifications, leading the development of functionality to meet those requirements. The role will work closely with SITS developers within the team to oversee the configuration and development of functionality within business systems. In addition to driving the build the role will lead on functional testing and user acceptance testing with the business.

The focus for this post will be realising Academic Registry processes, working as part of a busy student records and systems department, within the projects team.

The Functional Analyst will work closely with internal developers, external suppliers and business stakeholders, and will be an intrinsic part of all discussions relating to new and changing business processes, advising and implementing as required.

Duties and Responsibilities

1. To contribute to key University projects that include technical and business process change.
2. To take a leading role in preparing and agreeing revised business processes and system configuration, and assist with implementing these consistently across the University's systems.
3. To support creation of a technical requirements specification for student 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 build, test, transition, and support project deliverables as determined by the business leads and Senior Users.
5. To contribute to the continual improvement and development of business processes to meet changing business needs.
6. To promote shared knowledge and understanding of the project deliverables.
7. 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.
8. 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.
9. To support key University systems in operation.
10. To write and maintain up to date technical documentation, reporting to business leads and the Head of Academic Registry.
11. 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

12. 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.
13. 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

14. 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.
15. 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.
16. 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.
17. 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.
18. To communicate detailed regular updates as required to the project team on a range of complex, technical information to enable the Business Leads and Senior Users to make informed decisions.

General

19. 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.
20. To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
21. To undertake health and safety duties and responsibilities appropriate to the role
22. To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work.
23. 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.
24. To make full use of all information and communication technologies to meet the requirements of the role.
25. 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
26. To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
27. To undertake health and safety duties and responsibilities appropriate to the role
28. To personally contribute towards reducing the university's impact on the environment and support

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actions associated with the UAL Sustainability Manifesto (2016 – 2022).

Key Working Relationships: Academic Registry Section Heads, Academic Registrar, 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.

Specific Management Responsibilities

Budgets: There is no budget responsibility for this post.

Staff: Managing administrative support as required

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

Signed _____ Date of last review _____
(Recruiting Manager)

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Person Specification

Specialist Knowledge/Qualifications	<ul style="list-style-type: none"> • SITS: Recent SITs e:Vision implementation experience • Demonstrates detailed knowledge of business and data related issues in the Higher Education sector • Knowledge of Timetabling Systems (CELCAT) • Aware of main requirements for compliance with PCI-DSS standards and GDPR
Relevant Experience	<p>SITS: Recent SITs e:Vision implementation experience either</p> <ul style="list-style-type: none"> - One or more modules or - a full system implementation <p>General University Registry Processes/Lifecycle (two or more)</p> <ul style="list-style-type: none"> • Student Accounting • Student Recruitment and Enquiries • Assessment and Progression • Admissions • Academic Model • Timetabling • Enrolment • On course management • Graduation • Fees and Funding • Graduation <p>Statuary Returns / obligations (desirable)</p>
Communication Skills	<p>Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way</p> <p>Leads and develops internal networks, actively seeking to build productive and enduring relationships between teams to strengthen working relationships and foster collaboration, influencing events or decisions.</p>
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

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	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 Demonstrates a flexible approach to problem solving and a willingness to explore innovative and pragmatic solutions

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: November 2020
