

JOB DESCRIPTION	
Job title: Internal Business Consultant	Accountable to: Programme Manager (Change)
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £40,454 - £48,534	Grade: 5
Service: Academic Enterprise	Location: Hybrid working
<p>What is the purpose of the role?</p> <p>As an Internal Business Consultant, you will manage the scoping, analysis, design and implementation of a number of projects including existing systems enhancements, process improvement initiatives and other business critical projects across Academic Enterprise. This will include managing systems testing, implementation, staff training, and the on-going embedding of change within the organisation.</p> <p>Working as part of a project environment you will gather, document, validate and understand the agreed prioritised project requirements and business processes. This will include documenting to-be business processes throughout the project lifecycle, logging any decisions and implications identified by the project team and stakeholders to policies and other systems. You will work closely with the Programme Manager (Change), managing the planning, organising, testing and training activities, and documenting outcomes, with a focus on departmental systems, supporting processes and resources.</p>	
<p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • In a multi-disciplinary project management and business analyst capacity, support the smooth running of a variety of systems focussed programmes and projects across Academic Enterprise • Investigate new requirements, analyse impacts and recommend a way forward through initiation or options documents. • Working with the Academic Enterprise Programme Manager (Change), actively input into scoping for large or complex changes as part of projects, engaging stakeholders as required. • Plan and facilitate meetings and workshops with other project team members, stakeholders, suppliers and clients throughout systems development, testing, training and go-live of the project. • Elicit and document detailed functional and non-functional requirements and consult with stakeholders to understand and document their prioritisation of requirements. • Use appropriate document templates for representing business processes and requirements in the context of a specific change initiative. • Manage project work packages, including project team members as required • Capture “as is” processes and undertake analysis to identify key issues, inefficiencies and pain points. Work with key stakeholders to create “to be” processes to address these problems in line with project and strategic drivers, highlighting the wider impact of 	

proposed changes.

- Play a key role in the implementation of projects, both in a business analyst and project management capacity
- Ensure appropriate documentation for test scripts and results, highlighting both positive and negative test results based on the documented system expected function and capability.
- Engage with the project team and stakeholders to create data mapping documentation to underpin the development of new, and the enhancement of existing, business systems and processes.
- For system improvements, document requirements into functional specifications or configuration documents, as appropriate to the project's needs.
- Manage and/or contribute to testing for new and updated processes and systems, including unit, component and integration testing, alongside user acceptance testing.
- Work closely with internal and/or external development teams during testing to track defects raised and validate resolution with business stakeholders and testers.
- Work closely with internal and external training teams to help identify training needs to support go live, including creation and facilitation of training content and user guides where required.
- Work with the Programme Manager (Change) to embed change and identify support requirements throughout the change management process.
- Keep up to date with best practice business analysis tools and techniques
- Actively participate in and manage when required relevant Communities of Practice, including peer support and knowledge sharing activities to promote best practice

General

- To perform such duties consistent with your position as may from time to time be assigned to you from anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 - 2022)
- A commitment to your own development through effective use of the University's appraisal scheme and staff development processes.

- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.
- You may be required to regularly travel to other sites as necessary.

Key Working Relationships

- RKEE and Academic Enterprise Senior Management Team members
- Associate Directors
- RKEE Head of Strategic Projects and Operations
- Programme Manager (Change)
- Project Managers
- Academic Enterprise systems project and support teams
- Programme and project teams within and external to IT Services
- Finance Business Systems Team
- Stakeholders including Senior Stakeholders/Project Sponsors
- Teams across the organisation impacted by projects
- Finance staff and other key stakeholders

Specific Management Responsibilities

Budgets: None.

Staff: None

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

Last updated: 01/03/2022

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none"> • Agile Practitioner (desirable) • Project management methodologies (desirable) • MS Office user, including Sharepoint; Visio, Excel and other software packages
Relevant Experience	<ul style="list-style-type: none"> • Being an agent of change; influencing changes in current practices and challenging behaviours that result in acceptance of change • Workshop facilitation, including large groups of stakeholders and/or senior stakeholders • Process mapping (including use of MS Visio) • Gathering and documenting information requirements • Designing functional specifications for IT system developments (desirable) • Structured testing of new IT system developments • Application of project management methodologies, e.g, Waterfall, AgileStakeholder engagement and communication
Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and Managing Resources	Plans, prioritises and manages resources effectively to achieve long term objectives
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

Last updated: 16/02/2023