

JOB DESCRIPTION		
<b>Job Title:</b> Functional Analyst		<b>Accountable to:</b> Senior Business Analyst
<b>Contract Length:</b> 3 months	<b>Hours per week/FTE:</b> 35	<b>Weeks per year:</b>
<b>Salary:</b> £38,010.00 - £45,603.00		<b>Grade:</b> 5
<b>College/Service:</b> Academic Registry		<b>Location:</b> High Holborn
<b>Purpose of Role:</b> <p>To contribute to the design and build of the implementation of the new Student Record Systems (Tribal SITS), 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.</p> <p>The post holder will take a leading role in working with the work stream leads, subject matter experts and project managers to determine and prioritise processes and requirements and realising them within the UAL business systems.</p> <p>The focus for this post will be realising Academic Registry processes, working as part of a transformation programme that includes implementing a new Student Record System (Tribal SITS) and supporting processes.</p> <p>The Functional Analyst will work closely with suppliers and programme stakeholders, and will be an intrinsic part of all discussions relating to new and changing business processes, advising and implementing as required. The post holder will also act as a second/third line support for issues raised as part of BAU with existing build</p>		
<b>Duties and Responsibilities</b> <ol style="list-style-type: none"><li>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.</li><li>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.</li><li>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.</li><li>4. To build, test, transition, and support project deliverables as determined by the work stream Leads and Senior Users.</li><li>5. To contribute to the continual improvement and development of business processes to meet changing business needs.</li><li>6. To promote shared knowledge and understanding of the project deliverables.</li><li>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.</li><li>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.</li><li>9. To support key University systems in operation.</li><li>10. To write and maintain up to date technical documentation, reporting to work stream leads and the Head of Student Systems and Records.</li></ol>		

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.
12. To provide second and third line support to live queries within the system to analyse BAU issues raised and provide a recommended approach to resolving these.
13. To support annual system upgrades and testing/analysis associated with this process.

#### **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**

1. To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
2. To undertake health and safety duties and responsibilities appropriate to the role
3. To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
4. To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
5. 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
6. To 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
7. 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

**Key Working Relationships:** Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

Academic Registry Section Heads, Academic Registrar, Supplier Consultants, Systems Manager, 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)

Person Specification	
Specialist Knowledge/Qualifications	
Relevant Experience	<p>SITS: Recent SITs e:Vision implementation experience either</p> <ul style="list-style-type: none"> <li>• One or more modules or</li> <li>• a full system implementation</li> </ul> <p>General University Registry Processes/Lifecycle (two or more)</p> <ul style="list-style-type: none"> <li>• Student Accounting</li> <li>• Student Recruitment and Enquiries</li> <li>• Assessment and Progression</li> <li>• Admissions</li> <li>• Academic Model</li> <li>• Enrolment</li> <li>• On course management</li> <li>• Graduation</li> <li>• Fees and Funding</li> <li>• Graduation</li> <li>• Statuary Returns / obligations (desirable)</li> </ul>
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