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JOB DESCRIPTION	
Job title: Business Analyst	**Accountable to**: Senior Business Analyst
Contract length: Permanent	**Hours per week**: 35 **Weeks per year**: 52
Salary: £37,265 – 48,402	**Grade**: 5
Service: Programmes & Projects Team, University IT Services	**Location**: SE1

Who we are

University IT Services provides IT network and infrastructure for UAL. This includes computers and mobile devices, and applications to support the work of staff and students.

The Programmes and Projects Team manages, on behalf of UAL, organisation change programmes and projects. These change initiatives involve implementing new IT as well as changes to ways of working.

What is the purpose of the role?

As part of project teams contribute towards the analysis, design and implementation of IT systems, and the embedding of change within the organisation.

Gather, validate and prioritise requirements for changes to business processes, policies and IT systems.

Analyse business problems and opportunities in the context of the requirements, proposing solutions.

Work as part of a business analyst team to provide peer support and promote best practice.

Duties and Responsibilities

- Investigates new requirements, analyses impacts and recommends a way forward through initiation or options documents.
- Actively inputs into scoping for large or complex changes as part of projects, engaging stakeholders as required.
- Plans and facilitates meetings, workshops and relations with clients/suppliers during system investigations and throughout subsequent development work, either independently or with other business analysts/project team members.
- Uses appropriate UAL templates for representing business processes and requirements in the context of a specific change initiative.
- Manages project work packages, including managing work package team members. Example work packages include: requirements, testing, training, and transition to go-live.
- Captures "as is" processes and undertakes analysis to identify key issues, inefficiencies and pain points. Works 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.
- Elicits and documents detailed functional and non-functional requirements and gains agreement from stakeholders as to prioritisation of requirements.
- Plays a key role in the implementation phase of projects.
- Performs process and data mapping to underpin the development of new, and the enhancement of existing, business systems.

- For system improvements, translates requirements into functional specifications or configuration documents, as appropriate to the project's needs.
- For the acquisition of new systems, plays a key role in the supplier tender processes.
- Manages and/or contributes to testing for new/updated processes and information systems, including unit, component and integration testing, and user acceptance testing.
- Works closely with internal and/or external development teams during testing to resolve defects raised, as well as business stakeholders and testers.
- Works closely with internal and external training teams to help identify training needs to support go live, including creation and delivery of training content where required.
- Works with the Programme/Project Manager to embed change and identify support requirements throughout the change management process.
- Keeps up to date with best practice business analysis techniques.
- Actively participates in the Business Analysis Community of Practice, including peer support and knowledge sharing activities to promote best practice.
- Actively participates in the peer review process for written work, including reviewing others work and having own outputs reviewed to ensure consistency and quality.
- Demonstrates a commitment to your own development through effective use of the University's appraisal scheme and staff development processes.
- Undertakes health and safety duties and responsibilities appropriate to the post and ensure that satisfactory standards of health, safety and security are maintained in accordance with the University's legal requirements.
- Demonstrates a commitment to the University's Equal Opportunities Policy, together with an understanding of how it operates within the responsibilities of this post.
- Performs such duties consistent with your position as may from time to time be assigned to you anywhere within the University.

Other Conditions

The following applies for this role:
- You are expected to work such hours as are reasonably necessary to fulfil the duties and responsibilities of the role.
- You may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of duties.
- You may be required to regularly travel to other sites as necessary.

General

- Assume other reasonable duties consistent with your role, which may be assigned to you anywhere within the University.
- 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.
- 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.
- 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.

Key Working Relationships

- Senior Business Analysts
- Programme and Project Managers
- Associate Directors
- Other Business Analysts
- Programme and project teams within and external to IT Services
- IT Services staff (in particular 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: Matrix management of project work package teams.
Other (e.g. accommodation; equipment): None.

Last updated: 26/03/2018

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	• ISEB Business Analysis (desirable) • Project management methodologies (desirable)
Relevant Experience	• 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) • Data mapping • Gathering and documenting user requirements • Designing functional specifications for IT system developments • Information system development methodologies e.g. Waterfall, Agile • Structured testing of new IT system developments
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: 26/03/2018