

JOB DESCRIPTION AND PERSON SPECIFICATION		
<b>Job Title:</b> Business Analyst		<b>Accountable to:</b> Senior Business Analyst
<b>Contract Length:</b> Permanent	<b>Hours per week/FTE:</b> 35 / 1 FTE	<b>Weeks per year:</b> 52
<b>Salary:</b> £36,243 - £47,593		<b>Grade:</b> 5
<b>Service:</b> Programmes and Projects Team, IT Services		<b>Location:</b> SE1
<b>Purpose of role:</b>		
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.		
<b>Main Duties and Responsibilities:</b>		
<ul style="list-style-type: none"><li>• Investigates new requirements, analyses impacts and recommends a way forward through initiation or options documents.</li><li>• Actively inputs into scoping for large or complex changes as part of projects, engaging stakeholders as required.</li><li>• 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.</li><li>• Uses appropriate UAL templates for representing business processes and requirements in the context of a specific change initiative.</li><li>• Manages project work packages, including managing work package team members. Example work packages include: requirements, testing, training, and transition to go-live.</li><li>• 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.</li><li>• Elicits and documents detailed functional and non-functional requirements and gains agreement from stakeholders as to prioritisation of requirements.</li><li>• Plays a key role in the implementation phase of projects.</li><li>• Performs process and data mapping to underpin the development of new, and the enhancement of existing, business systems.</li><li>• For system improvements, translates requirements into functional specifications or configuration documents, as appropriate to the project’s needs.</li><li>• For the acquisition of new systems, plays a key role in the supplier tender processes.</li></ul>		

- 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.

#### **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: None

Person Specification	
Specialist Knowledge/ Qualifications	<ul style="list-style-type: none"> <li>• ISEB Business Analysis (desirable)</li> <li>• Project management methodologies (desirable)</li> </ul>
Relevant Experience	<ul style="list-style-type: none"> <li>• Being an agent of change; influencing changes in current practices and challenging behaviours that result in acceptance of change</li> <li>• Workshop facilitation, including large groups of stakeholders and/or senior stakeholders</li> <li>• Process mapping (including use of MS Visio)</li> <li>• Data mapping</li> <li>• Gathering and documenting user requirements</li> <li>• Designing functional specifications for IT system developments</li> <li>• Information system development methodologies e.g. Waterfall, Agile</li> <li>• Structured testing of new IT system developments</li> </ul>
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
Student experience or customer service	Builds and maintains positive relationships with students or customers
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

April 2016