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Job title: Senior Business Analyst	**Accountable to**: Head of Programmes & Projects
Contract length: Permanent	**Hours per week**: 35 **Weeks per year**: 52
Salary: £43,483 to £58,365 per annum	**Grade**: 6
Service: IT Services, Programmes & Project	**Location**: SE1

What is/Who are xxx?

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?

Manage a team of Business Analysts, including leadership of the embedding and maintaining of practices and high standards.

Working with stakeholders from across the whole of UAL and at all levels of the organisation gather, validate and prioritise requirements for changes to business processes, policies and IT systems. Analyse complex business problems and identify opportunities in the context of the requirements, gathering solution options and creating business cases.

As part of complex and high profile programmes and projects contribute towards the analysis, design and implementation of IT systems, and the embedding of change within the University.

Within the Programmes & Projects team there are three Senior Business Analyst roles, each with teams of Business Analysts, and the Senior BA roles will work in partnership.

Duties and Responsibilities

- Develop business analysis best practice within IT Services, and manage the toolkit of techniques and guidance.
    - Management of IT Services' Business Analysts, developing a high performing team.
    - Manage the allocation of Business Analysis resource to projects.
    - Quality assure the work of the Business Analysts.
    - Leads the Impact Assessment Process (for new emerging requirements), supporting its promotion, allocating work, and reviewing findings and recommendations.
    - Leads discovery phases of projects, undertakes solution options analysis and produces business cases.
    - Investigates, documents and analyses "as-is" processes, and facilitates teams to agree "to-be" processes; assessing and challenging the feasibility of "to-be" options through evaluation of risks, costs, benefits etc.
    - Actively input into scoping large or complex changes, engaging senior stakeholders as required.

- Applies the use of required modelling and analysis tools, methods and standards.
- Carries out detailed functional and non-functional requirements gathering with stakeholders, and specifies the implementation of new processes and requirements through improvements in IT systems, data management, policies and practices, and organisational design.
- Perform data mapping to underpin the deployment of the new systems.
- Plays a key role in the supplier tender processes.
- Plans and facilitates meetings, workshops and relations with clients/suppliers during system investigations and throughout subsequent development work.
- Manages project work packages, including managing work package team members. Example work packages include: requirements, testing, training, and transition to go-live.
- Designs and manages testing for new systems and processes including unit, component and integration testing, and acceptance testing.
- Works with the Programme and Project Managers to determine the readiness levels of users and support teams with regard to upcoming changes; identifies gaps and creates and implements action plans to close the gaps prior to go-live in order to meet agreed acceptance criteria.
- Works within programmes to support the change management within and across teams needed to support the realisation of benefits.
- Demonstrate a commitment to your own development through effective use of the University's appraisal scheme and staff development processes.
- Undertake 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.
- Demonstrate a commitment to the University's Equal Opportunities Policy, together with an understanding of how it operates within the responsibilities of this post.
- Perform such duties consistent with your position as may from time to time be assigned to you anywhere within the University.

As a member of the University the following applies:
- 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 which may include evenings, Saturdays, Sundays and bank holidays.
- You may be required to regularly travel to other sites as necessary.

General

- Assume other reasonable duties consistent with your role, as determined xxx, 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 Analyst (there are two roles)
- IT Services' Associate Directors
- CIO/Director of IT
- Programme Managers
- Project Managers
- Solution Architects
- Project teams within and external to IT Services
- Programmes & Projects Team members
- IT Services staff
- 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: Line management of Business Analysts, and management of contract Business Analysts. Matrix management of project work package teams.

- Other: None

Last updated: April 2018

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	- Degree or holds a professional qualification in a discipline related to business analysis e.g. ISEB Diploma - Project Management methodologies
Relevant Experience	Demonstrable record of extensive and successful experience in: - Business case creation, including solutions options analysis - Being an agent of change; influencing changes in current practices and challenging behaviours that result in acceptance of change - Large scale IT system implementations - IT system development using Waterfall and Agile - Workshop facilitation with a range of stakeholders including senior stakeholders - Process mapping - Gathering and documenting user requirements / user stories - Designing functional specifications for IT system developments - 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
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
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	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Creativity, Innovation and Problem	Suggests practical solutions to new or unique

Solving	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.

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