

Post Title:	Business Analyst
Grade:	6

Job Description

2.1. Purpose

Business Analyst is expected to assist customers in identifying, developing and implementing business change to achieve quantifiable objectives in line with the Organisational mission and therefore contributes to business analysis for strategic University process reviews in core business areas; to assist in formulating recommendations for process improvement and the effective exploitation of suitable technology by using their expertise in the analysis of processes on allocated work activities and projects. Whilst more project focused they will be expected to develop business transformation strategies and business cases that will help the University achieve its corporate goals and objectives.

2.2. Main Duties and Responsibilities

1. Undertakes information gathering, analysis, collation and documentation of specific and agreed information for both large and small scale projects.
2. Selects and uses a variety of techniques for data gathering including interviews, document analysis, workshops, surveys, product analysis, and workflow analysis on large scale projects.
3. Prepare analysis documentation, unambiguously and concisely, using diagrammatic representations where appropriate, and presents proposals to business process review sponsors and stakeholders.
4. Identifies potential solution options (computerised or otherwise), assessing them for both technical and business suitability.
5. Works closely with a variety of end users to ensure technical compatibility, adequate testing, support training, user training and user satisfaction.
6. Provides technical input into decisions of local or group-wide processes.
7. Support IT staff in identifying ways to improve group processes for business analysis especially by keeping up to date with technical as well as industry sector developments.
8. Effectively manage specific business analysis areas, processes and techniques as assigned.
9. Design and provide documentation for group staff to enable them to operate and support defined University-wide business processes.

10. If so designated, acts as a means of engagement to specific Schools/Faculties or Services on behalf of IT Services to develop business roadmaps, user journey's and personas.

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Line management is from the Head of Business Analysis

2.4. Supervision Given

Matrix & virtual line supervision of associated delivery and support teams

2.5. Contacts

- IT Services staff, including Executive Team.
- University Group Leadership Team.
- Staff and students in other Schools / Support Areas of the University Group.
- External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<i>Education & Qualifications</i>	<ul style="list-style-type: none"> Educated to HND level in a relevant discipline with a professional qualification or substantial experience in related field in lieu of the above. 	<ul style="list-style-type: none"> Degree or formal qualification in a relevant discipline.
<i>Knowledge & Experience</i>	<ul style="list-style-type: none"> Experience of business analysis, project management and system analysis 	<ul style="list-style-type: none"> Exposure to operating in Higher Education Experience of giving presentations to colleagues or clients.
<i>Interpersonal Skills</i>	<ul style="list-style-type: none"> Results oriented, adaptive and decisive. Can resolve conflicts and problems. Ability to build trust and display integrity. Ability to forge effective relationships in a complex matrix management environment. Ability to work collaboratively and key team player. Proven communication, and presentation skills. Creative and innovative thinking. 	<ul style="list-style-type: none"> Ability to create and deliver presentations to people at all levels within the University. Ability to manage specific areas of work as assigned.
<i>Job-related Skills, Abilities & Competencies</i>	<ul style="list-style-type: none"> Proven analytical, planning and execution skills. Takes responsibility and has strong sense of ownership. Results oriented and a commitment to a high quality customer service Knowledge of customer behaviours, needs and expectations. Ability to work with colleagues to quickly resolve complex problems in the provision of IT services. Good understanding of current and emerging technologies and how other enterprises are employing 	<ul style="list-style-type: none"> Knowledge of a recognised business or systems analysis technique Knowledge of HE business processes

	them to drive digital business support.	
<i>Other Requirements</i>	<ul style="list-style-type: none"> • A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. • An appreciation of other cultures; the global reach of the University and its international agenda. • Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives. 	