

Post Title:	Head of Business Analysis
Grade:	9

Job Description

2.1. Purpose

The Head of Business Analysis will lead and be accountable for the ITS business analysis function across the University Group, leading and developing a team of Business Analysts capturing both business and system demand. They will be accountable for the definition of the analysis role, responsibilities and resource for all emerging and legacy improvement initiatives across the group as well as supporting large transformational change processes working in a dynamic, agile and collaborative environment.

2.2. Main Duties and Responsibilities

1. Accountable for business analysis function across the University Group. Establishes relationships and influences senior managers on the contribution that technology can make to business objectives. Defines strategies and conducts feasibility studies, producing high-level and detailed business models considering the implications of change on the organisation and all stakeholders. Guides senior management towards accepting change brought about through process and organisational change.
2. Directs collaboration between stakeholders who have diverse objectives. Analyses requirements and advises on scope and options for continuous operational improvement. Demonstrates creativity, innovation and ethical thinking in applying solutions for the benefit of the customer/stakeholder.
3. Recognises potential strategic application of information technology capabilities. Leads and manages investigation and development of innovative methods, practices and technology, to the benefit of organisations and the community. Plays an active and dynamic role in improving the interface between all interested parties, facilitating knowledge flow to enable sharing and development of creative ideas.
4. Oversees benefits against what was predicted in the business case and ensures that all participants are informed and involved throughout the change programme and fully prepared to exploit the new operational business environment once it is in place.
5. Leads the capture of operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes..

6. Collaborates with colleagues from other disciplines to define technology objectives, assess solution options and devise architectural solutions that both achieve strategic business goals and meet operational requirements.
7. Analyses qualitative data (e.g. from site visits) and presents the data in ways that can be used to drive design (e.g. personas, red routes, user journey maps)
8. Manages the preparation of pre-qualification questionnaires and tender invitations in response to business cases. Assembles relevant information for tenders. Produces detailed evaluation criteria for simple tender criteria.
9. Accountable for maintaining skills framework, or information about access to standard frameworks. Advises on required outcomes for learning or development, from knowledge of skills frameworks and organisational development needs.
10. Influences the development and maintenance of a catalogue of learning and development resources. Updates and controls training records, including attainment of certificates and accreditations.
11. Maybe required to plan, direct, and co-ordinate activities to manage and implement a project from contract /proposal initiation to final operational stage including the transition into “business-as-usual”. Ensures that projects are managed to realise business benefits.
12. Develops financial plans and forecasts. Monitors and manages IT expenditure related to the Business Analyst discipline, ensuring that all IT financial targets are met, and examining any areas where budgets and expenditure exceed their agreed tolerances. Assists with the definition and operation of effective financial control and decision making, especially in the areas of service, projects and component cost models and the allocation and apportionment of all incurred IT costs. Analyses actual expenditure, explains variances, and advises on options in use of available budget.
13. Leads the performance of people, including determination of capabilities, integration into teams, allocation of tasks, direction, support, guidance, motivation, and management of performance.

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 Deputy CDIO (ESIDT).

2.4. Supervision Given

- Senior Business Analysts
- Business Analysts

- 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 degree level in a relevant discipline with a chartered professional qualification or substantial experience in related field in lieu of the above. 	<ul style="list-style-type: none"> • Postgraduate or professional qualification in a relevant discipline – business or systems analysis, project management, ITIL
<i>Knowledge & Experience</i>	<ul style="list-style-type: none"> • Substantial experience of business analysis in a large, complex organisation. • Financial Management • Strategic Execution • Experience of leading a high performing team 	
<i>Interpersonal Skills</i>	<ul style="list-style-type: none"> • Able to influence and negotiate at all levels and also where resources may not be in direct control of this role. • Ability to build trust and display integrity. • Able to motivate others to deliver high performing teams and a high performance culture. • Ability to forge effective relationships in a complex matrix management environment. • Ability to work collaboratively and key team player. • Excellent communication, and presentation skills • Creative and innovative thinking 	
<i>Job-related Skills, Abilities & Competencies</i>	<ul style="list-style-type: none"> • Excellent analytical, strategic conceptual thinking, strategic planning and execution skills. • Exceptional leadership skills with the ability to develop and communicate the demand 	<ul style="list-style-type: none"> • Knowledge of a recognised business or systems analysis technique • Knowledge and experience of Six Sigma • Knowledge of PRINCE2

	<p>vision, and inspire, motivate and develop staff.</p> <ul style="list-style-type: none"> • Takes accountability and has strong sense of ownership. • Results orientated and a commitment to a high quality customer service • A distinctive blend of business, IT, financial and communication skills. • Understanding business organisation, politics and culture. • Ability to build and maintain broad network of business relationships. • Knowledge of customer behaviours, needs and expectations. • Ability to lead a team/discipline to quickly resolve complex problems in the provision of IT services. • Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support. • A thorough understanding of business and systems analysis techniques • A good understanding of project management methods. • Excellent planning and monitoring skills. • A demonstrably good problem-solving ability. • Ability analyse and interpret data 	<ul style="list-style-type: none"> • Knowledge of software tools for project management • Knowledge of HE business processes
<p><i>Other Requirements</i></p>	<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. 	

	<ul style="list-style-type: none">• 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.	
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