

<b>Post Title:</b>	Senior Business Analyst
<b>Grade:</b>	8

## **Job Description**

### **2.1. Purpose**

A Business Systems Analyst is expected to perform business systems analysis for strategic University process reviews in core business areas; to recommend process improvement and the effective exploitation of suitable technology; to manage the implementation of process improvement projects.

### **2.2. Main Duties and Responsibilities**

1. Analyses and documents both current and new business processes, in line with strategic direction, identifying the needs and responsibilities of users through various techniques including interviews, document analysis, workshops, surveys, product analysis, and workflow analysis.
2. Defines analytical skills to decompose high-level business and user requirements, to critically evaluate the information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, and distinguish solution ideas from requirements.
3. Creates business cases and requirement specifications clearly, 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, and draws up specific proposals for modified or replacement systems. Developments are based on objectives prioritised in the University or IT Services Business plan.
5. Leads effective project management to oversee the implementation of new systems using University standards to ensure that projects are delivered to specification, on time and to budget.
6. Leads scoping and business priority setting for large or complex changes, engaging senior stakeholders as required. Selects the most appropriate means of representing business requirements in the context of a specific change initiative. Drives the requirements elicitation process where necessary, identifying what stakeholder input is required. Obtains formal agreement from a large and diverse range of potentially senior stakeholders and

recipients to the scope and requirements, plus the establishment of a base-line on which delivery of a solution can commence.

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). Describes the user/ stakeholder objectives for the system, and identifies the roles of affected stakeholder groups. Defines the required behaviour and performance of the system in terms of the total use experience (e.g. in the form of scenarios of use), resolving potential conflicts between user requirements, (e.g. between accuracy and speed). Specifies measurable criteria for the required usability of the system.
8. Manages aspects of the product lifecycle, working with colleagues in other disciplines to enable effective marketing and customer support. May act as product owner for one or more lower value products or services. Facilitates product sales by planning development of marketing collateral content, supporting and evaluating campaigns, and monitoring product performance.
9. Analyses business processes; identifies alternative solutions, assesses feasibility, and recommends new approaches, typically seeking to exploit technology components. Evaluates the financial, cultural, technological, organisational and environmental factors which must be addressed in the change programme. Establishes client requirements for the implementation of significant changes in organisational mission, business functions and process, organisational roles and responsibilities, and scope or nature of service delivery.
10. If so designated acts as a Business Partner to specific Schools/Faculties or Services on behalf of IT Services.

**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.

Matrix and virtual line supervision from Strategic Account Managers, Project/Product Managers and Idea sponsors from within the business domain.

### **2.4. Supervision Given**

Matrix & virtual line supervision of associated delivery and support team.

### **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
<b><i>Education &amp; Qualifications</i></b>	<ul style="list-style-type: none"> <li>• Educated to degree level in a relevant discipline with a chartered professional qualification or substantial experience in related field in lieu of the above.</li> </ul>	<ul style="list-style-type: none"> <li>• Postgraduate or professional qualification in a relevant discipline.</li> </ul>
<b><i>Knowledge &amp; Experience</i></b>	<ul style="list-style-type: none"> <li>• Substantial experience of business analysis in a large, complex organisation. (Ensure Financial Management, Project Management and Management is covered where applicable)</li> <li>• Proven significant experience in at least two of the following:</li> <li>• Selection and implementation of packaged software</li> <li>• Business analysis</li> <li>• Project Management.</li> </ul>	<ul style="list-style-type: none"> <li>• Exposure to operating in Higher Education</li> <li>• Experience of giving presentations to colleagues or clients.</li> <li>• Experience in change management.</li> </ul>
<b><i>Interpersonal Skills</i></b>	<ul style="list-style-type: none"> <li>• Able to influence and negotiate at all levels and also where resources may not be in direct control of this role.</li> <li>• Ability to build trust and display integrity.</li> <li>• Able to motivate others to deliver high performing teams and a high performance culture.</li> <li>• Ability to forge effective relationships in a complex matrix management environment.</li> <li>• Ability to work collaboratively and key team player.</li> <li>• Excellent communication, and presentation skills</li> <li>• Creative and innovative thinking</li> </ul>	
<b><i>Job-related Skills, Abilities &amp; Competencies</i></b>	<ul style="list-style-type: none"> <li>• Excellent analytical, strategic conceptual thinking, strategic planning and execution skills.</li> <li>• Exceptional leadership skills with the ability to develop and communicate the</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of a recognised business or systems analysis technique</li> </ul>

	<p>demand vision, and inspire, motivate and develop staff.</p> <ul style="list-style-type: none"> <li>• Takes accountability and has strong sense of ownership.</li> <li>• Results orientated and a commitment to a high quality customer service</li> <li>• A blend of business, IT, financial and communication skills.</li> <li>• Understanding business organisation, politics and culture.</li> <li>• Ability to build and maintain broad network of business relationships.</li> <li>• Knowledge of customer behaviours, needs and expectations.</li> <li>• Ability to lead a team/discipline to quickly resolve complex problems in the provision of IT services.</li> <li>• Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and experience of Six Sigma</li> <li>• Knowledge of PRINCE2</li> <li>• Knowledge of software tools for project management</li> <li>• Knowledge of HE business processes</li> </ul>
<p><b><i>Other Requirements</i></b></p>	<ul style="list-style-type: none"> <li>• A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required.</li> <li>• An appreciation of other cultures; the global reach of the University and its international agenda.</li> <li>• Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives.</li> </ul>	