

JOB DESCRIPTION

JOB TITLE	Senior Business Analyst				
DEPARTMENT	ICT				
JOB NUMBER		GRADE	7	DATE	
REPORTS TO	Enterprise Architect				

CONTEXT

JOB PURPOSE
<p>The role sits within the PMO & Enterprise Architecture team and its works underpins the whole department strategy. The post holder will work within a team that is responsible for the creation and maintenance of structures such as enterprise and business architectures embodying the key principles, methods and models that describe the organisation's future state, and that enable its evolution.</p> <p>The team will be responsible for the interpretation of business goals and drivers; the translation of business strategy and objectives into an “operating model”; the strategic assessment of current capabilities; the identification of required changes in capabilities; and the description of inter-relationships.</p> <p>The investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes, the information used and the data on which the information is based. The definition of requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits.</p> <p>The investigation, evaluation, interpretation and classification of data, in order to define and clarify information structures which describe the relationships between entities. Such structures facilitate the development of software systems and links between systems.</p> <p>The specification and design of information systems integration to meet defined business needs. The identification of requirements and their translation into implementable design. The retention of compatibility with enterprise and solution architectures, and the adherence to standards. The integration and testing of components and/or subsystems and their interfaces in order to create operational services</p> <p>Autonomy Works under broad direction. Work is often self-initiated. Is fully accountable for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the delegation of responsibilities.</p> <p>Influence Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned projects i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. This role is expected to be a role model to others across the department.</p>

Complexity

Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements.

Business Skills

Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Assesses and evaluates risk. Communicates effectively, both formally and informally. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for continuous operational improvement. Demonstrates creativity and innovation in applying solutions for the benefit of the customer/stakeholder. Takes account of relevant legislation.

KEY RESPONSIBILITIES**APPLICATION SUPPORT & SYSTEM DEVELOPMENT**

For all products, services and systems within the area of responsibility:

- Provides detailed personal advice and guidance to all users in the effective use of systems, products and services, investigating complex problem situations to diagnose underlying causes and helping users to recover or continue operation.
- Ensures that requests for support are properly logged, assigned and responded to in a timely manner and according to agreed standards and procedures.
- Ensures that adequate documentation for the applications supported is available and kept up to date and monitors and manages performance of the applications against published service level agreements. Takes full responsibility for its effectiveness and takes action to remedy deficiencies.
- Reviews and accepts releases, upgrades and fixes available for system and identifies those which merit action. In consultation with users, demonstrates all features, install plans and commissions' systems, products and services and their upgrades.
- In a specified area of authority, works with business management to define projects which support the organisation's objectives and strategic plans. Initiates action, by systems development staff or software suppliers, on the development of system enhancements to overcome known problems or further fulfil user requirements.
- Working with users, monitors and reports on the progress of implementation projects, using appropriate quality assurance processes to ensure that projects are carried out in accordance with the University's agreed standards, methods and procedures.
- Ensures that system projects take full account of and, where necessary, correctly interface with existing systems and infrastructure. Advises management of significant developments with regard to existing and emerging system software.
- Leads the establishment and maintenance of the University's ICT standards, methods and procedures. Ensures all work is carried out and documented in accordance with these standards, methods and procedures.
- Provides advice and guidance to less experienced colleagues where required and responds to wide-ranging and detailed questioning in own area(s) of specialisation.

DESIGN & DOCUMENTATION

Takes a leading technical role and responsibility for the below areas:

- Investigates work to determine business opportunities and specify effective business processes. Specifies their implementation through improvements in systems, data management, practices, organisation and equipment.
- Assesses software packages on their ability to meet all or parts of specified requirements and advises colleagues and management on their technical suitability.
- In consultation with senior management and taking account of enterprise and solutions architectures agrees appropriate design standards, methods and tools and ensures they are applied effectively.
- Specifies and designs large or complex systems, covering for example: objectives, scope, constraints (such as performance, resources etc.), hardware, network and software environments, main system functions and information flows, data load and implementation strategies, phasing of development and alternatives considered.
- Takes a leading technical role in consultation with other technical specialists, and users, develops integration plans, to ensure the effective and efficient integration of system components.
- Provides expert advice, both reactively and pro-actively, to those engaged in activities where the technical specialism is applicable within IT and related areas such as budgetary and financial planning, legislation, and health and safety.
- Accountability for the provision of quality assurance of activities involving the technical specialism.
- Applies available standards, methods and tools in an intelligent and effective way, and produces a consistently high standard of operational documentation of both a technical and a descriptive nature.
- Provides advice and guidance to systems development and service delivery staff on the correct and effective use of system software.

PROJECT MANAGEMENT

Takes responsibility for the execution of large complex projects covering:

- Effective leadership to the project team ensuring that team members are motivated and developing their skills and experience.
- Actively represents the project team, ensuring that effective relationships are built and maintained with the business.
- Carries out business impact assessment, to determine how changes from the current to the future processes and structures will affect business units and roles.
- Evaluates and makes recommendations/decisions on options as appropriate.
- Identifies, assesses and manages risks to the success of the project.
- Monitors outcomes against what was predicted in the business case and ensures that all participants are informed and involved throughout the change and fully prepared to exploit the new operational business environment once it is in place.
- Financial control and management of all elements of the project and the delivery of the agreed financial targets.
- Ensures that realistic project plans are prepared and maintained and tracks all activities against the plan, providing regular and accurate reports to stakeholders, as appropriate.
- Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are captured and actioned.
- Develops, reviews and maintains project and programme management support strategy, and generic standards, processes, procedures, tools and techniques.

SECURITY ADMINISTRATION

Within area of accountability:

- Maintains knowledge and awareness of ICT Security policies & procedures and general data security legislation & regulations; always acting within these.
- Provides advice and handles most enquiries relating to most information security requests, referring to more senior staff for assistance.
- In consultation with senior security personnel, devises and documents new or revised procedures relating to security control of areas of responsibility, systems, products or services.
- Monitors the application and compliance of security operations procedures, and reports on non-compliance. Reviews information systems for actual or potential breaches in security, and investigates violations.
- Assists in the review and maintenance of policy, standards, procedures and documentation for security administration, taking account of current best practice, legislation and regulation.
- Recognises requirements for, and creates, auditable records, user documentation and security awareness literature for area of responsibility.

TEAM LEADERSHIP

- Carry out all administration and compliance requirements associated with the line management of individuals and to contribute to the tactical, operational and strategic resourcing requirements of the department as a whole.
- Consideration of individual welfare and pastoral care, including appraisal, training, development, disciplinary and performance management.
- Ensure effective bi-directional communication between team members and management
- To support, motivate and enthuse staff within own team. Act as a role model for others in the department exhibiting appropriate behaviours and demonstrating **xxxx**.

PERSONAL DEVELOPMENT

Develops and maintains knowledge and communicates the technical specialism by:

- Reading relevant literature and attending training.
- Attending conferences and seminars, meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional and trade bodies.
- Maintains an awareness of current developments in broad technical areas and takes significant responsibility for own personal development.
- Provides specialist guidance and advice to less experienced colleagues and users to ensure that work is conducted in an appropriate manner.

COMMUNICATION & PERSONAL NETWORKS

- Contributes to user groups, or specialist subject groups on topics involving the technical specialism presenting highly technically complex concepts in a clear, jargon free, accessible manner.
- Communicates well, both orally and in writing, and responds to wide-ranging and detailed questioning relating both to own areas of specialisation and, at a more general level, to the wider field of IT both orally and in writing.
- Promotes the service within the University and creates strong personal relationships with the full range of stakeholders.
- Liaises with HE sector and external organisations and key suppliers to share ideas, compare approaches and develop best practice.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and Dimensions of the Role
Post holder will work flexibly, independently of location, in order to deliver on objectives.

Key Working Relationships/Networks	
Internal	External
<ul style="list-style-type: none"> • ICT Senior Management • ICT teams • College staff (research, academic and administrative) • Professional service staff • Student Union • Students 	<ul style="list-style-type: none"> • Key Suppliers and Commercial Partners • Other institutions • Sector bodies (UCISA/JISC) • Relevant professional bodies • Represents the University at appropriate forums and makes a positive contribution to relevant sector/industry groups.

PERSON SPECIFICATION

JOB TITLE	Senior Business Analyst	JOB NUMBER	
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Educated to degree level or equivalent experience	E	A,I
Industry qualifications	D	A,I
Membership of relevant professional bodies	D	A,I
Experience:		
Relevant experience in either system or business analysis role	E	A,I,P
Demonstrable experience in using business analysis models and techniques	E	A,I
Proven record of evaluating options and delivering results within a given timescale	E	A,I
Business Case development with associated benefits realisation	E	A,I
Experience of working within large complex programmes and projects	E	A,I
Experience of providing sound design solutions to complex issues	D	A,I

Experience of working in a large, challenging multi-site environment	D	A,I
Knowledge of the HE sector	D	A,I
Skills and Knowledge:		
Can facilitate the analysis of business processes, and articulate potential changes to business processes in a lucid and cogent manner, both orally and in writing.	E	A,I
Proven information gathering and interviewing skills	E	A,I
Excellent problem analysis and creative solving skills	E	I
Understanding emerging technology trends	E	A,I
Excellent written and verbal communication skills	E	A,I,P
Project Management skills	D	A,I
Supplier Relationship Skills	D	A,I
Deep understanding of specific ICT disciplines	D	A,I
Knowledge of service delivery frameworks and methodologies	D	A,I
Relevant issues, developments and trends within the education sector	D	I
Competencies and Personal Attributes:		
Credibility and integrity	E	I,R
Positive and open in communication both verbal and written	E	I,R
Initiative and confidence	E	I,R
Analytical in approach to acquiring knowledge and information	E	I,R
Collaborative, able to build working networks	E	I,R
Commitment to service quality whilst adhering to internal procedure	E	I,R

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.