

## JOB DESCRIPTION

<b>Vacancy reference:</b>	SRF29933
<b>Post Title:</b>	Business Analyst
<b>Grade:</b>	7
<b>School/Department:</b>	Information Technology
<b>Reports to:</b>	Head of Business Change
<b>Responsible for:</b>	n/a

### Purpose

Responsible for leading the translation of business ideas into business, technology and process outcomes, ensuring the University's vision of service design and delivery is realised. This role is responsible for collaborating with staff throughout the University, including senior managers, to gather requirements and to provide appropriate business case, business analysis and development documentation to support the implementation of change projects.

### Main duties and responsibilities

1. Analyse business requirements and objectives to determine how software and working practices can best meet business requirements and objectives
2. Translate user requirements into options analyses, process and data models as the basis of further application development or procurement activities. Conduct interviews to gather user requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases scenarios and other methods
3. Direct application development teams to ensure systems design, build and test activities are robust and documented using formalised change control processes, version control and audit histories
4. As required on a project by project basis, be able to:
  - Identify dependencies and related problems or issues from areas across the business and provide solutions that will address these problems in an integrated, effective and efficient way
  - Analyse and define the mechanism for data migration and data integrity
  - Perform cost/benefits analyses, and prepare business cases for both business and systems projects contributing towards project risk registers and issue logs, and inform contingencies and risk mitigation
5. Lead in the creation end-user documentation in support of University wide communication, training and implementation activities
6. Deploy best practice and leading edge techniques and tools to improve requirements gathering, analysis, management, tracking, translating and embedding into technical solutions and testing
7. Develop and manage process models which support business transition and transformation
8. Develop effective relationships to ensure business solutions can be developed and supported by an appropriate technology solution

9. Lead project teams to identify opportunities to increase efficacy and effectiveness of Business Processes, IT Systems and Infrastructure

### **Supervision received**

The post holder will receive line management supervision from the Head of Business Change. They will be responsible for reporting to specific University steering groups, working groups and project boards. They will be expected to manage their time and prioritise their tasks on a day-to-day basis.

### **Supervision given**

N/a

### **Contact**

Internal contacts including Pro-Vice-Chancellors, Heads of Central Services, the University Senior Management Board, Deans, Heads of Academic Schools, Faculty Associate Deans and School Directors of Teaching and Learning, staff across the University.

### **Terms and conditions**

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

**Date assessed:** May 2015

<b>Job Title</b>	<b>School/Department</b>
<b>Business Analyst</b>	<b>Information Technology</b>

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• Excellent oral and written communication skills with the ability to handle technical/business questions and provide articulate responses</li> <li>• Excellent analytical skills and the ability to synthesize information</li> <li>• Documentation skills, including formal presentation of processes and work-flows</li> <li>• Strong negotiation skills with the ability listen to and influence others at all levels</li> <li>• Excellent understanding of business processes</li> <li>• The ability to lead and motivate teams outside traditional line management structures</li> <li>• The ability to organise and prioritise workload, to meet deadlines and provide guidance.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrable ability to collate information, analyse and present in a usable format</li> </ul>
<b>Attainment</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> <li>• Relevant professional qualification</li> <li>• Willingness to undertake ITIL certification to at least Foundation level</li> </ul>	<ul style="list-style-type: none"> <li>• ISEB Certified in Business Analysis or a certificate in UML, BPMN or equivalent</li> <li>• Knowledge of ITIL 3.0 Foundation</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent understanding of new developments in customer service design and delivery</li> <li>• Good understanding of IT architecture, integration and design, including an understanding of IT operations</li> </ul>	<ul style="list-style-type: none"> <li>• Thorough understanding of HE Schools and Services and the issues faced by HE when implementing business and system changes</li> <li>• Knowledge of Enterprise Architecture processes and modelling, for example TOGAF and ArchiMate</li> </ul>

<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience of systems development lifecycle including requirements capture, analysis, design, development and testing</li> <li>• Substantial experience of working as an analyst on large, complex projects involving multiple stakeholders.</li> <li>• Proven experience of process design, organisation and planning</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of and involvement in AGILE / Waterfall software development. Specifically, experience of working with a Product Owner to translate requirements into testable user stories and oversee through to delivery</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Possess willingness and ability to adapt style and approach according to different situations</li> <li>• Proactive, enthusiastic and resilient with a can-do attitude</li> <li>• Innovative and Results driven</li> </ul>	

Completed by: Mark Collett	Date: May 2018
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