

Job Title: Business Analyst (Grade 6)

Grade: 6

Reports to: Designated Staff Manager for P&DR purposes. May also report to an Assignment Manager as required for task related duties.

Responsible for: N/A

Office: ITS

Date: September 2014

Overall Purpose of the Job

Takes responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change. Applies and monitors the use of required modelling and analysis tools, methods and standards, giving special consideration to business perspectives.

Conducts investigations at a high level for strategy studies, business requirements specifications and feasibility studies. Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks. Identifies stakeholders and their business needs.

The role will be responsible for undertaking assignments across project and/or service functions as required.

Key Responsibilities, Accountabilities and Duties

Dependent upon assignment:

- Investigates, documents and analyses current business processes; identifies the organisational units which undertake, and support the business processes. Identifies alternatives, assesses feasibility, and recommends new approaches.
- Helps establish requirements for the implementation of changes in business processes.
- Assesses the risks, costs and potential benefits of alternative business process designs.
- Takes responsibility for investigative work to determine business opportunities, and specify effective business processes. Specifies their implementation through improvements in information systems, data management, practices, organisation and equipment. Applies and monitors the use of required modelling and analysis tools, methods and standards in an intelligent and effective way.

- 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.
- Plans, arranges and facilitates meetings, workshops and relations with client/user staff during system investigations and throughout subsequent development work. Takes responsibility at a high level for the proper conduct of such relations.
- Co-operates with senior client and IT staff as required, conducting investigations at a high level for strategy studies, requirements specifications and feasibility studies. Maintains technical awareness at a level where alternatives can be analysed, modelled and classified according to technical feasibility and non-functional characteristics. Ensures that views of all parties are considered, verified and validated within the stakeholder community. Ensures appropriate prioritisation is applied to meet business objectives.
- Utilises business experience and skills to assess and advise on the practicability of alternatives, marrying up technical limitations with operational realities.
- Takes responsibility as needed for the detailed specification and modelling of recommended solutions using resources, standards, methods and tools as required. Maintains links with appropriate counterparts within both software engineering and service delivery functions and plays a full part in bringing systems to implementation as detailed by organisation policies and methods.
- Applies available standards, methods and tools in an intelligent and effective way, and produces a consistently high standard of documentation of both a technical and a descriptive nature.
- Defines, plans and justifies (in business terms) projects to develop/implement automated and non-automated components of new or changed processes.
- Assists clients/users in defining acceptance tests for automated systems, and takes responsibility for their proper execution.
- Takes responsibility for the definition, documentation and safe execution of small to medium-scale projects, actively participating in all phases of the project. Identifies, assesses and manages risks to the success of the project.
- 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.
- Post holders are required to familiarise themselves with the University's Equality and Diversity policies and to actively support these wherever possible.
- Demonstrates and leads a commitment to the IT Services Values of: One IT Team, Enabling Others and Customer First. Proactively working to ensure the appropriate behaviours are embedded and maintained in support of the identified values.

- Be aware of and work within the constraints of the University Health and Safety, Data Protection, and Confidentiality policies, bringing to the attention of management any issues arising.
- Actively work to ensure knowledge sharing amongst colleagues to avoid single point of failure.
- To undertake such other duties as may be required from time to time commensurate with the level of responsibility of the role.

Person Specification

Essential Knowledge, skills and experience

Qualifications and Experience

- Previous relevant work experience and a degree/professional qualification or substantial experience in a similar role.

Skills and Competencies

- Business Analysis Techniques - Techniques which help in modelling and understanding a business and its operation.
- Business Process Improvement Techniques - Techniques for streamlining business processes which have been modelled and understood.
- Business Proposals - Methods and techniques for preparing and presenting business cases, invitations to tender and statements of requirements both orally and in writing.
- Proof of Concept and prototyping - Performing a proof of concept or prototyping exercise to demonstrate or evaluate the feasibility and potential benefits of applying a particular technology, product or toolset to meet a business need.
- Presentation Techniques - Methods and techniques for delivering effective presentations.
- Information Capture Techniques - The selection and application of information gathering methods, tools and techniques which are appropriate to the information required and the sources available.
- Stakeholder Analysis - The identification of a project's key stakeholders and an assessment of their interests in the project to determine the way(s) in which these interests should be considered throughout the project lifecycle.
- Business Characteristics - The functional structure of businesses and other organisations; their mission, objectives, strategies and critical success factors. Knowledge of organisational culture.
- Information Modelling Tools - Tools and techniques (manual or automated) which can be used to document an understanding of the structure, relationships and use of information within an organisation.
- Interacting with People - Establishing relationships and maintaining contacts with people from a variety of backgrounds. Effective and sensitive communicator in different societies and cultures.

- Analytical Thinking - Acquiring a proper understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts, selecting the appropriate method/tool to resolve the problem and reflecting on the result, such that learning is identified and absorbed.

Desirable Knowledge and Skills

Skills and Competencies

- Project Planning and Control Techniques - Methods and techniques associated with planning and monitoring progress of projects.
- Strategic Perspective - Keeping overall objectives and strategies in mind, and not being deflected by matters of detail.
- Customer Focus - Understanding the needs of the internal or external customer and keeping them in mind when taking actions or making decisions.
- Conceptual Thinking - Acquiring understanding of the underlying issues in complex problems or situations by correctly relating these to simpler or better understood concepts, models or previous experiences.

