Job Title: Business Analyst (Grade 7)

Grade: 7

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

Responsible for: The supervision, motivation, technical direction, development, training and mentoring of assigned staff.

Office: ITS

Overall Purpose of the Job

Takes full responsibility for business analysis within a significant segment of an organisation where the advice given and decisions made will have a measurable impact on the profitability or effectiveness of the organisation.

Establishes the contribution that technology can make to business objectives, defining strategies, validating and justifying business needs, conducting feasibility studies, producing high-level and detailed business models, preparing business cases, overseeing development and implementation of solutions, taking into account the implications of change on the organisation and all stakeholders.

Guides senior management towards accepting change brought about through process and organisational change.

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

Key Responsibilities, Accountabilities and Duties

Dependent upon assignment:

• Takes full responsibility for business analysis activity within a significant segment of an organisation where advice given, and decisions made will have a measurable impact on the profitability or effectiveness of the organisation.

• Works with the most senior client/user management in establishing the contribution that IT can make to business objectives, defining strategies, agreeing and prioritising high-level requirements, conducting feasibility studies, producing both high-level and detailed business models, overseeing development and implementing solutions, taking into account as necessary any safety related implications of systems considered. Determines the appropriate definition and allocation of tasks to junior analysis staff as and when required, and takes full responsibility for their work.

• Takes an active part, together with other senior technical staff and specialised IT management, in IT policy making and in both software and hardware procurement. Acts as an advocate for the business, ensuring the IT provision meets the strategic objectives of the business unit.

• Recognises opportunities for the business, typically involving the application of technology across a very broad technical front and shows ability to define initiatives which will exploit such opportunities. Ensures that business benefits are clearly defined and appropriately quantified alongside outcomes.

• Guides senior management towards accepting change brought about through process automation, showing understanding, imagination and creativity.

• 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.

• Writes and speaks fluently on all aspects of work and communicates effectively with all levels of management and in public forums.

• Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services and products. Takes full responsibility for all aspects of career development for subordinate staff.

• 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.

• 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.

• Takes responsibility for the investigation and application of changes to programme scope.

• Assesses and reports the impact on business requirements of external factors affecting a programme or project.

• Following HR policy and standards, determine individual learning and development requirements and facilitate the creation and management of a balanced development plan for each member of staff managed to reflect both short to medium-term business objectives and take into account individuals' longer-term aspirational goals.

• Ensures that the performance of staff managed is appraised and assessed in accordance with agreed standards, procedures and timetables and that the results of assessments are correctly reported back to those being appraised.

• Post holders are required to familiarise themselves with the University's Equality and Diversity policies and to actively support these wherever possible.

• Provides supervision, motivation, technical direction, development, training and mentoring to subordinate team members. Assigns work to team members as appropriate. Manages staff performance.

• 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.

• Project Planning and Control Techniques - Methods and techniques associated with planning and monitoring progress of projects.

• 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.

• 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.

• Interacting with People - Establishing relationships and maintaining contacts with people from a variety of backgrounds. Effective and sensitive communicator in different societies and cultures.

• Influence, Persuasion and Personal Impact - The ability of an individual to convey a level of confidence and professionalism, positively influencing and persuading others to take a specific course of action when there is no direct line of command or control.

• Customer Focus - Understanding the needs of the internal or external customer and keeping them in mind when taking actions or making decisions.

• Strategic Perspective - Keeping overall objectives and strategies in mind, and not being deflected by matters of detail.

• Organisational Awareness - Understanding the hierarchy and culture of own, customer and supplier organisations and being able to identify the decision makers and influencers.

• 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.

Desirable Knowledge and Skills

Skills and Competencies

• Business Characteristics - The functional structure of businesses and other organisations; their mission, objectives, strategies and critical success factors. Knowledge of organisational culture.

• Test Management Techniques - Principles, methods, techniques and tools for the effective management of the testing process and the execution of tests throughout the lifecycle of development projects.

• 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.

• Creativity - Taking innovative approaches to problem solving and devising inventive and creative solutions.

• Leadership: Identifying goals and objectives, and motivating and leading others towards their achievement.