Job Description

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| **Job title:** | **Strategic Business Analyst** |
| **Department/School:** | **Computing Services** |
| **Grade:** | **8** |
| **Location:** | **University of Bath** |

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| **Job purpose** |
| * Demonstrate significant value in the application of expert business analysis, in response to changing priorities within the University, which now places importance on business analysis, particularly for strategic projects. * Lead on the delivery of requirements, business, data and systems analysis across the wider University, so that requirements are accurately captured and documented so as to effectively enable the design and delivery of a range of IT projects across research, teaching and learning and professional services. * Through the formation of a specialist business analysis community, demonstrate and apply the methods and models that will enable teams and individuals to clarify, formalise and document their business needs with maximum efficiency and impact for the organisation. * Develop and motivate stakeholders, key business owners, customers and end users in a training and consulting role, promoting best practice and tactical approaches to introducing new developments. * Bring clarity to business problems at the initiation stage, and throughout the development and delivery of a range of University projects, to assist to increase overall levels of achievement of on time project delivery, within agreed quality measures. * Influence and guide key business stakeholders at all levels including Senior Management Team, Project Managers, Computing Services leadership team and other colleagues to ensure that the solutions that developed together are both effective and efficient. * Provide a link between business users and technical colleagues on the feasibility and impact of proposed solutions, approaches and technical changes, including the assessment of new technologies. * Within the PPMO, support the creation of the necessary tools and materials for first and second tier Project and Change management support and guidance. |

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| **Source and nature of management provided** |
| Programme and Projects Manager (PPMO) – (Director, Portfolio and Profession in interim) |

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| **Staff management responsibility** |
| Supervise, and/or matrix manage colleagues. Coach and mentor project management professionals, team leads and others in order to maximise project success, particularly during start up. |

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| **Special conditions** |
| Standard University business hours are 9.00 am – 5.20 pm Monday to Thursday and 9.00 am – 5.10 pm Friday. From time to time you will be required to work outside these hours, for example to manage maintenance during less disruptive periods such as a 7.00 am start on Tuesdays for the ‘at-risk’ period.  The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines. |

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| **Main duties and responsibilities** | |
|  | **Process improvement, as a precursor to Business Analysis** |
| **1** | * Optimise the business process methodology for the ‘as is’ process including a full review of the appropriateness of all inputs prior to business analysis commencing. * Plan and lead high level and detailed discussions regarding future business processes which reflect the requirements of stakeholders, including relevant strategic stakeholders from the Senior Management Team. Ensure that processes are improved and well understood before and embed them in to the final requirements document, for the subsequent IT solution. * Key contributing member of the University Business Process Champions team, working towards embedding business process improvement as best practice. * Lead business process improvement workshops and make informed process, system and organisational recommendations based on gap and impact analyses. * Train and support others with in the full business process end to end cycle including benefits analysis, SIPOC, managing wastes and process flow. |
| **2** | **Requirements and Business Analysis** |
|  | * Lead on the evaluation of requests for business analysis for new and existing projects across the University, directing stakeholders in the analysis of their objectives, ensuring requirements are captured, documented, understood and agreed. * Undertake requirements gathering and analysis for projects, using a variety of methods such as interviews, observation and running workshops so that the University’s IT investment decisions truly meet business needs and customer expectations. * Ensure that requirements are captured, documented, understood and agreed, and that governance and risk management are considered and well managed. * Manage and lead customers to ensure they are involved with and engaged in the specification and delivery of the right solution with the developers prior to design and build. * Understand what is important to the business and translate business objectives and requirements into IT specifications. * Create quality review prior to sign off. |
| **3** | **Strategic Business Analysis** |
|  | * Provide high level/strategic business analysis for strategic IT systems (such as CRM, IAAPS) affecting the widest possible range of stakeholders across the University. * Provide strategic business analysis to requests for new projects/developments as part of the ‘triage process’ * Coach colleagues and teams on projects that require complex business analysis, to ensure a consistent approach across the organisation in line with University/industry best practice. * Manage/matrix manage teams of BA consultants, colleagues, and third party suppliers, including the day-to-day management of external contractors as required that form part of the solution being delivered. |
| **4** | **Project support and guidance** |
|  | * In conjunction with the Programmes and Project Manager / under the direction of the Deputy Director, Portfolio and Profession, act as a point of contact or reference for customers of the PPMO to approach when considering project work. * Contribute to effective programme management through oversight and prioritisation of the PPMO offer to Digital projects, through the understanding and documentation of key requirements. * Provide expert advice to Project Managers, Senior Leads, Team Leads and others) to enable efficient and effective progression, and delivery of projects within agreed timeframes, budget and quality. * Demonstrate and promoting best practice including University of Bath Project Methodology, Business Process Improvement approach and PPMO models of project and change management as well as PPMO toolkit – including reporting tools. * Produce business cases and benefits management plans in conjunction with sponsors (senior management stakeholders). |
| **5** | **Continuous Service Improvement and technical expertise/support** |
|  | * Provide expertise to Computing Services teams, wider University customers and external technology partners to ensure the scope and impact of system change is properly understood and documented. * Facilitate and provide the appropriate feasibility, impact, costs and benefit analysis for each new change request. * Lead customers through feasibility studies including impact, costs and benefit analysis for each change request. * Direct point of contact or reference for advice from key stakeholders, including senior management sponsors, as well as internal departmental stakeholders. * Conduct reviews of specifications, with others as appropriate to ensure that business needs are being met. |

Person Specification

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to degree level or equivalent qualification or relevant experience in a related field | ✓ |  |
| Professional project management qualification (e.g. PRINCE2 or Agile) |  | ✓ |
| ITIL (Version 3 or later) Foundation Level Qualification or Agile equivalent [or with training have achieved this qualification within their probation period] | ✓ |  |

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| **Knowledge and experience** | **Essential** | **Desirable** |
| Significant strategic and operational business analysis experience, from benefits case through to realisation, ideally gained within Higher Education or similar organisation. | ✓ |  |
| An ability to elicit, analyse, prioritise and document business requirements and iteratively track them through the delivery lifecycle. | ✓ |  |
| Experience of leading and supporting teams and individuals in the delivery of business analysis using effective tools and techniques. | ✓ |  |
| Significant experience of project work, including working in teams and on multiple tasks simultaneously. | ✓ |  |
| Experience in providing analysis within the systems development project lifecycle including requirements capture and specification, process reviews, analysis, design, development and testing. | ✓ |  |
| Experience of leading customers to define their business needs and requirements, documenting, obtaining approval from the customer. | ✓ |  |
| Experience of managing supplier relationships as part of an IT project. | ✓ |  |
| Experience of facilitating customers with process improvement as a starting point to define their needs. |  | ✓ |
| Practical experience of change management for information systems development. |  | ✓ |
| Experience of working in a IT service-orientated environment |  | ✓ |

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| **Skills and aptitudes** | **Essential** | **Desirable** |
| Significant, proven skill within successful functional business analysis, including:   * Converting user requirements into functional requirements. * Creating and maintaining technical and non-technical documentation in relation to user requirement gathering and IT development projects. * Modelling business structures and integrations, assessing and documenting current and future practices/processes and data flows. * Creating logical diagrams, schemas and writing functional specifications and user stories including detailed data and user requirements. * Creating tools to draw and document business process maps. * Elicitation and demonstrating requirements, using e.g. case diagrams and notations, logical data and class modelling techniques. | ✓ |  |
| Technical competence and proven problem solving and troubleshooting skills. | ✓ |  |
| Ability to learn / adapt to new technologies. | ✓ |  |
| Excellent organisational skills. | ✓ |  |
| Excellent interpersonal and communication skills, with the ability to adapt to suit the audience. | ✓ |  |
| Confident and able to engage with staff and suppliers at all levels and of differing technical abilities. | ✓ |  |
| Ability to work within a changing business and technical environment. | ✓ |  |
| Ability to work within a small team while still being able to work autonomously. | ✓ |  |
| Tenacious - will follow tasks through to completion. | ✓ |  |
| Flexible, adaptable and an ability to cope with a busy workload. | ✓ |  |
| Committed to self-development. Continually improves knowledge, skills and behaviours making sure to transfer any relevant knowledge/skills gained to the rest of the team. | ✓ |  |
| Facilitation skills, with a wide range of stakeholders. | ✓ |  |

Effective Behaviours   
Framework

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| The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:** Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:** Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:** Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:** Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:** Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:** Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:** Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:** Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:** Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. |