

JOB DESCRIPTION

Job Title:	Business Analyst	Grade: SG7	
Department:	Information and Library Services	Date of Job Evaluation:	
Role reports to:	Business Improvement Manager		
Direct Reports	N/A		
Indirect Reports:	N/A		
Other Key contacts:	N/A		
<p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p>			

PURPOSE OF ROLE:

- To contribute to the effective upgrade of the university's Student Record System (Banner by Ellucian) by providing a business analysis service as part of the project team, working with stakeholders around the university.
- To facilitate business improvement through the investigation of issues or opportunities, driving the delivery of appropriate functional and technical solutions.

KEY ACCOUNTABILITIES:

Team Specific:

- To provide a business analysis service in support of all corporate Information Systems: customer requirement analysis, functional evaluation, business process review and re-engineering, system specification, system testing, documentation, user training, user support and ongoing maintenance of business rules and validation tables.
- To provide second or third line support to end users as elements of the project transition to business as usual, including investigation and logging of reported problems, documenting and monitoring requests for product enhancement, escalation of problems for further investigation and liaison with stakeholders in relation to further action.
- To assist the Head of Programme Management Office and the Business Improvement Manager in the development of policies and procedures for maintaining and enhancing the Corporate Information Systems environment.
- To assist in the development of university wide training programmes for both staff and students.
- To fulfil a business analysis function in support of any IT related projects as required.

Generic:

- To liaise with external agencies and organisations, as appropriate, on the university's behalf
- To foster relationships and contact networks amongst peers across the sector

Managing Self:

- To show initiative in contributing to the development of office processes
- Ability to work on own initiative without constant supervision

- Ability to work accurately under pressure
- To contribute to the motivation of the team
- To have a willingness to develop professionally, maintaining a knowledge of techniques and developments within the IT industry

Core Requirements:

- Adhere to and promote the University's policies on Equality and Diversity and Information Security Ensure compliance with Health & Safety regulations
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.

Additional Requirements:

- The post holder will have access to a range of sensitive and key University systems, it is therefore essential that they demonstrate a high level of professional integrity and discretion
- A willingness to represent the department as a Green/Sustainability Champion
- A willingness to undertake a Health & Safety role
- Hours will be as required to undertake the role, including the scheduling and attendance of works outside normal working hours
- Any other duties as appropriate to the post and grade
- A willingness to travel to any of the university's sites as necessary

KEY PERFORMANCE INDICATORS:

- To produce high quality work delivered to agreed timescales

KEY RELATIONSHIPS (Internal & External):

- University staff within faculties and offices
- Partner, Network and Collaborative Centre staff and student
- Colleagues across the sector in related fields
- Software and managed service suppliers
- Relevant sector networks such as JISC, HEA and HEFCE

PERSON SPECIFICATION

Essential	Desirable
Experience <ul style="list-style-type: none"> • Demonstrable experience of systems analysis and design methodologies • Demonstrable experience of business process review techniques 	Experience <ul style="list-style-type: none"> • Knowledge of the 'Banner' Student Record System or other HE specific software • Experience of the Higher Education environment

- Demonstrable experience of requirements elicitation techniques
- Demonstrable experience of producing functional system specifications
- Demonstrable experience of coordinating and performing detailed system testing
- Demonstrable experience of using a business process modelling notation (e.g. UML or BPMN)
- Demonstrable experience of providing solutions to complex problems

Skills

- Highly computer literate
- Understanding of relational database and web-based technology
- Excellent verbal, written and presentation skills
- Excellent interpersonal skills and a customer focused approach
- Able to work both individually and as part of a team
- Able to prioritise, organise and deliver a complex and changing workload under pressure, without constant supervision and to tight deadlines

Qualifications

- Educated to Degree level or with relevant demonstrable work experience

Personal attributes

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity

- Experience of delivering or facilitating training in an IT environment

Skills

- Understanding of SQL
- Understanding of HTML
- Previous experience of working with the Business Objects business intelligence tool

Qualifications

- Business Analysis Diploma
- Software Testing certification
- IT Service Management (ITIL)
- Project Management
- Membership of a relevant professional body

Personal attributes

- N/A