

JOB DESCRIPTION

Job Title:	Senior Business Analyst	Grade:	SG8
Department:	Information and Library Services/Programme Management Office	Date of Job Evaluation:	March 2019
Role reports to:	Business Improvement Manager		
Direct Reports	None		
Indirect Reports:			
Other Key contacts:			
<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 running of the university's Information Systems: to support Faculties and Directorates in the application, development and maintenance of the university's suite of Information Systems.
- To facilitate business improvement through the investigation of issues or opportunities and the implementation of appropriate functional and technical solutions.

KEY ACCOUNTABILITIES:

Team Specific:

- To provide an advanced 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 change management.
- 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 undertake complex analysis of data and present evidence-based options.
- To maintain a continuous awareness of sector and IT developments and ensure proposed solutions leverage opportunities.
- To assist in the development of university wide training programmes for both staff and students.
- To liaise with university directorates and faculties regarding ad hoc requests for reports or data held within corporate Information Systems.
- To fulfil a senior business analysis function in support of any IT related projects as required.
- To act as a coach/mentor to junior Business Analysts ensuring best practice techniques are adopted throughout the team.

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, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- 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:

Undertake any other duties as requested by the Director or their line manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that ILS delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- To produce high quality work delivered to agreed timescales

KEY RELATIONSHIPS (Internal & External):

- University staff within faculties and directorates
- 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
<p>Experience:</p> <ul style="list-style-type: none"> • Substantial Business Analysis experience • Demonstrable experience of systems analysis and design methodologies • Demonstrable experience of garnering user requirements through a range of elicitation techniques including planning, coordinating and executing stakeholder workshops • Experience identifying solutions from a range of providers, both internal and external • Experience of analysing system and process related data and drawing conclusions and recommendations based on that data • Demonstrable experience of undertaking, documenting (using a standard notation) and implementing change as a result of business process review and modelling activity • Demonstrable experience of providing solutions to complex problems • Demonstrable experience of producing functional system specifications • Demonstrable experience of performing detailed system testing • Demonstrable experience of working with, influencing and challenging stakeholders at a senior level • Experience of working and maintaining relationships with third party providers/suppliers <p>Skills:</p> <ul style="list-style-type: none"> • Highly computer literate • Understanding of relational database and web-based technology • Excellent verbal, written and presentation skills 	<p>Experience:</p> <ul style="list-style-type: none"> • Knowledge of a range of software in use within large organisations e.g. ERP, CRM etc • Experience of the Higher Education environment • Experience of delivering or facilitating training in an IT environment • Experience of change management practices • Experience of project management practices <p>Skills:</p> <ul style="list-style-type: none"> • Detailed understanding of SQL and ability to write queries and interrogate data • Understanding of web mark-up languages and scripting e.g. HTML, XML, CSS, JavaScript

- 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
- Able to contribute to the development of business cases
- Ability to guide and influence the development of junior colleagues through best practice in the discipline

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

- Understanding of user experience design and associated techniques, e.g. prototyping
- Previous experience of working with Business Intelligence and Reporting technology e.g. Business Objects

Qualifications:

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

Personal attributes:

N/A