

### JOB DESCRIPTION & PERSON SPECIFICATION

<b>Post title:</b>	<b>Business Analyst</b>	<b>Post number</b>	<b>KDS-S01</b>
<b>Faculty/Service:</b>	<b>Knowledge &amp; Digital Services</b>	<b>DBS check required:</b>	<b>N</b>
<b>Employee Category:</b>	<b>Professional Services</b>	<b>Grade:</b>	<b>6</b>
<b>Post responsible to:</b>	<b>Team Leader KDS Support</b>		
<b>Post/s responsible for:</b>	<b>None</b>		

<b>Job purpose</b>
<p>The Business Analyst will work across Knowledge &amp; Digital Services improve and develop a range of information systems to support the delivery of University strategies. Investigate and commissioning new systems and services as well as improving existing processes and implementations, considering business and user perspectives, analyse business problems and processes and evaluate options.</p> <p>They will report to senior management, and clearly communicate their proposals, and successfully engage with staff and achieve buy-in to projects. This role supports the Business Partners in understanding business requirements and then translates into the technical requirements for the Digital Services teams to be successful.</p>

<b>Main duties and responsibilities</b>
<ul style="list-style-type: none"> <li>• Ensure that business requirements and processes are fully understood and clearly documented.</li> <li>• Carry out analysis to define problem scope and business objectives.</li> <li>• Work on the specification, design and delivery of services by selecting and applying appropriate business analysis techniques.</li> <li>• Work day-to-day as part of the multi-disciplinary Knowledge &amp; Digital Services Directorate and others across the University.</li> <li>• Collaborate with KDS and our customers and stakeholders to plan and simplify complex projects, systems, and processes with a focus on delivering on the strategic priorities of the University.</li> </ul>

- Plan and facilitate stakeholder workshops.
- Develop policies, standards, processes, guidelines for ensuring that best practice in business analysis becomes embedded across KDS and with our key institutional partners where smaller-scale projects and activities can be locally managed.
- Any other duties as may be reasonably required.

**General information**

It is anticipated that this job description will change over time in accordance with the needs of the role. The role holder will be fully consulted on any proposed amendments.

To educate, to advance knowledge and to serve the common good.

**PERSON SPECIFICATION**

The person specification details the attributes that the successful post holder requires to enable them to succeed in this role.

Each of the attributes are designated as either essential (E ) or desirable (D).

In order to be shortlisted for interview, your application needs to demonstrate that you meet all of the essential (E ) attributes and as many of the desirable (D) attributes as possible that are being assessed at application (A) stage. (I = interview )

<b>ATTRIBUTES</b>	<b>ESSENTIAL or DESIRABLE</b>	<b>ASSESSMENT AI</b>
<b>EDUCATION/TRAINING</b>		
Degree level	D	A
Qualification in business analysis	D	A
Membership of relevant professional body	D	A
<b>EXPERIENCE</b>		
Extensive experience working as part of a multi-disciplinary delivery team to shape and build digital products and services.	E	A, I
Experience of carrying out business analysis in an agile delivery environment.	D	A, I
<b>KNOWLEDGE</b>		
Knowledge of business analysis techniques and methodologies, understanding how best to apply them to different situations.	E	A, I
Understanding of key systems operated in Higher Education	D	A, I

<b>ATTRIBUTES</b>	<b>ESSENTIAL or DESIRABLE</b>	<b>ASSESSMENT AI</b>
<b>SKILLS/ABILITIES</b>		
High level problem solving	E	I
Good communication skills to share knowledge and write protocols and policies	E	A, I
Excellent interpersonal skills with a customer focus	E	I
Experience of SharePoint and/or MS 365 tools	D	A, I
<b>PERSONALITY</b>		
Take a creative approach to process review	E	I
Approachable and supportive to colleagues	E	I
Ability to prioritise and plan work and work independently	E	I
<b>OTHER</b>		
Demonstrate commitment to University Values	E	A, I