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| Last updated: | November 2019 |

**JOB DESCRIPTION**

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| Post title: | **Business Analyst** | | |
| Academic Unit/Service: | Business and Systems Analysis - iSolutions | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| Posts responsible to: | Team Manager Business and Systems Analysis | | |
| Posts responsible for: | N/A | | |
| Post base: | Office-based | | |

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| Job purpose |
| * To apply business and systems analysis skills and knowledge to identify business needs, operational efficiencies and future technical solution detail. * To accurately document current and potential working practices through the eliciting, analysing, validating and mapping of systems and processes in a way that clearly identifies requirements, acceptance criteria and business benefits. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Analyse operational challenges, conduct root cause analysis and propose solutions through developing and maintaining knowledge and understanding of the organisation, processes and systems. | 25 % |
|  | Conduct pre-project analysis to assess the feasibility & cost/benefits of alternative processes and system options; making recommendations based on this assessment and helping develop Business Cases and Project Initiation Documents. | 25 % |
|  | Elicit, assess, prioritise and produce user requirements and process improvements including ‘as is’ and ‘to be’ process maps. Provide functional specifications and any other design documentation needed to ensure the successful specification of development requirements and verify that design meets requirements. | 25 % |
|  | Validate system and user testing approach and acceptance criteria are met. Create test strategies, scenarios, scripts and data and perform and co-ordinate testing activities as required. | 10 % |
|  | Develop own skills & knowledge and share best practice. Maintain & develop own environmental knowledge (applications/business processes/role/industry) for identification of business change improvements. | 5 % |
|  | Contribute to the ongoing development and organisation of the team. As required work collaboratively with other members of the team to deliver assigned work, resolve issues and improve processes. | 5 % |
|  | Undertake any other routine tasks or project management activities that may be assigned from time to time. | 5 % |

| Internal and external relationships |
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| * The post holder will be expected to undertake duties as part of an integrated support team and will be expected to adopt priorities and engage in activities which promote the effective working of the whole team. * The post holder will be expected to liaise with relevant members of the University, with IT vendors, as appropriate and with colleagues in other institutions and related organisations |

| Special Requirements |
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| * To maintain the relevant level of professional expertise and qualifications to discharge the duties of a professional specialist and to agree with Business Analyst Team Manager on a relevant professional development programme. * Occasional out of hours working may be required to perform certain tasks on the system whilst minimising disruption to users. * To work across multiple University campus sites |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HND, Degree, NVQ4 or professional qualification in Business Analysis, Business Management, or a similar discipline.  Proven ability to gather and review required information, developing suitable processes and reviewing both business and technical solutions.  Production of business process documentation and process mapping.  Facilitation of workshops and review meetings with technical and business users/customers.  Proven experience of planning and progressing work activities within broad professional guidelines and/or broad organisational policy.  Understanding of how the specialist/professional services provided by the post-holder support the objectives of the University.  Able to apply an awareness of principles and trends within the professional field and an awareness of how this affects activities in the University.  Use of Microsoft Office 365 applications including: Outlook, Visio, Excel, Word, MS Project and Project Online | Business Analyst experience supporting delivery of change projects in HE sector.  Experience working in an environment that uses best practice service methodologies such as ITIL, PRINCE2, Scrum etc.  Lean Six Sigma Yellow Belt  System analysis experience with enterprise scale systems.  Experience working and delivering within and agile environment  Demonstrate commitment to maintaining professional knowledge and awareness through continuing personal and professional development. | Application & Interview |
| Expected Behaviours | Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.  AND  As a Line Manager role model the Southampton Behaviours and work with the management team to embed them as a way of working within the \*faculty/directorate/school/department.  OR  Demonstrate the Southampton Behaviours and work with colleagues to embed them as a way of working within the team. |  |  |
| Planning and organising | Experience of planning and progressing work activities within general and professional guidelines, using initiative and independent judgement in their application.  Ability to prioritise tasks and customer requirements in line with the wider team and department  Able to seek opportunities to progress a broad range of activities within professional guidelines and in support of University policy.  Ability to work in an environment with changing and possibly conflicting priorities.  Able to appreciate university priorities and to apply these in managing work outcomes. | Previous experience of managing or oversight of projects. | Application & Interview |
| Problem solving and initiative | Ability to clearly identify and understand customer needs and service implications.  Confidence to challenge existing work practices; to produce options and proposals; to strive to make improvements; participate in project and technical discussions.  Strong analytical and problem-solving skills  Ability to identify problem areas and follow problems through to resolution  Able to apply experience and awareness within specialist field | Evidence of delivering Continuous improvement.  Formal testing of computer applications software, including documentation of test results. | Application & Interview |
| Management and teamwork | Able to proactively work with colleagues in other work areas to achieve outcomes. |  | Application & Interview |
| Communicating and influencing | Able to provide clear and timely specialist guidance on complex issues  Able to use influencing and negotiating skills to develop understanding, achieve cooperation and persuade others to embrace change.  Able to influence others, to achieve goals autonomously.  Prepare effective diagrams, documents and presentations that communicate to users and stakeholders the need for the change, the benefits of the change and implications for them.  Effective presentation skills in order to convey technical concepts to both peers and line management.  Ability to understand the requirements of and explain technical principles to a non-technical audience  Able to work with technical staff to deliver products that accurately capture current and future systems and processes. |  | Application & Interview |
| Other skills and behaviours |  |  | Application & Interview |
| Special requirements | Ability to work in a rapidly changing environment.  May be required to work outside of normal office hours to meet the operational needs of the service |  | Application & Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (e.g.: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (e.g.: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (e.g.: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (e.g.: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles (e.g.: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (e.g.: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (i.e.: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (e.g.: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |