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| Last updated: | June 2024 |

**JOB DESCRIPTION**

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| Post title: | **Senior Business Analyst** | | |
| Academic Unit/Service: | iSolutions | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 5 |
| Posts responsible to: | Team Manager Business and Systems Analysis | | |
| Posts responsible for: | None | | |
| Post base: | Office-based | | |

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| Job purpose |
| To manage and coordinate the provision of professional services within a specialist support field.  An internal consultancy role that applies comprehensive business analysis skills, and knowledge of the University’s computer-based systems to capture requirements, business processes and efficiencies and recommend solutions in line with the University’s strategy.  Responsible for identifying business needs: eliciting, analysing, validating and documenting business, organisational and/or operational requirements and processes and validation that the design meets these requirements, acceptance criteria and business benefits.  To line manage L4 Business Analysts and or L5 Senior Business Analysts. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Demonstrate specialist competencies within one or more of the following areas:-   * Practitioner in advanced Business Analysis tools and techniques. Ability to apply Business Analysis best practice outside of iSolutions to the benefit of the wider University. * Lead within the Business Analysis team; this includes mentoring and coaching competencies for Business Analysis best practice, and workload planning. * Develop specialist competencies through in-depth knowledge of University of Southampton business areas and/ or specialist process or enterprise wide application knowledge * Senior Stakeholder Management, Project Management   A senior Business Analyst can be requested to take on full project management control of specific project activities and deliverables. | 20 % |
|  | Analyse operational challenges and root causes to propose solutions.  Develop and maintain knowledge and understanding of the organisation, processes and systems to enable detailed analysis and methodical review of systems and business processes; assess complex situations and problems, conduct gap and impact analysis and deliver recommendations for new processes and solutions in accordance with the University's strategic objectives to win consent for proposed business changes.  Manage senior stakeholders | 10 % |
|  | Assess the feasibility & cost/benefits of alternative process and system options and make change recommendations based on this assessment.  Conduct pre-project analysis including the assessment of new technologies and the shaping of new work initiatives and development of business case and project initiation documents.  Prepare effective diagrams, documents and presentations that communicate to users and stakeholders the need for the change, the benefits of the change, the impact and implications for them and the timescales and implementation plans. | 15 % |
|  | 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.  Produce logical system designs and prototyping to enable subsequent production of physical design by developers. | 15 % |
|  | Lead and manage a small team of (insert project managers or business analysts) ensuring that a positive and collaborative team environment is fostered and maintained. Help develop staff by providing opportunities to grow technical and soft skills. Promote a culture of innovation and continual improvement aimed at delivering real value for the University. | 10% |
|  | Drive best practice processes and support best practice behaviours through the facilitation and delivery of progressive improvements to the team’s capabilities, quality processes and deliverables.  Maintain & develop domain knowledge (applications/business processes/role/industry) for identification and integration of business change improvements.  Develop own skills & knowledge through continued professional development. Lead the sharing of best practice, including mentoring & coaching junior BAs. | 10 % |
|  | Deputise and support the team manager on team matters such as chairing meetings, managing change, assigning tasks, and managing senior stakeholders.  Deliver effective communication to senior stakeholders and interested parties to support effective decision-making.  Influence and agree priority tasks and work with team manager to appropriately resource for delivery. Be responsible, in consultation with Project Managers, for overseeing and co-ordinating own work and lead other people’s work where appropriate. | 10 % |
|  | Ability to validate system and user testing approach to ensure acceptance criteria is met. Create test strategies, scenarios, scripts and data and perform and co-ordinate testing activities as required to ensure that proposed solutions meet quality expectations. | 5% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Departmental and University senior management  Other members of the department/University staff  External customers  Relevant suppliers and external contacts  Professional bodies  The post holder will be expected to undertake the duties as part of an integrated business analyst 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.  It is expected that duties will be performed in light of relevant activities in Higher Education generally. The post holder will be expected to be aware of the activities and initiatives being formulated nationally within the relevant specialist area and be expected to take part in such activities should they be relevant to and of benefit to the work being undertaken locally. |

| 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 the team manager a relevant professional development programme.  Occasional out of hours working may be required as necessary to support key project deliverables.  Ability to manage application, infrastructure or business change projects as and when required |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | BCS Business Analysis qualifications or similar.  PRINCE2 or similar project management qualification.  Skill level equivalent to achievement of a professional qualification or postgraduate degree.  Proven experience of managing outcomes in a specialist field.  Production of business process documentation and process mapping.  Proven ability to gather and review requirements, developing suitable processes and reviewing solutions.  Proven project and/or people management skills.  Able to apply experience and awareness within specialist field.  Able to appreciate University priorities (both tactical and strategic) and to apply these in managing work outcomes. | Membership of relevant professional body.  ITIL Foundation certified or experience working in an environment that uses best practice service methodologies such as ITIL.  Lean Six Sigma Green Belt  Demonstrate commitment to maintaining professional knowledge and awareness through continuing personal and professional development. | CV, 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 | Able to plan and manage major new projects or significant new activities, ensuring plans complement broader organisational strategy.  Ability to assist in the ideas and visioning for long term development of the Business Analyst team.  Experience of planning and progressing work activities within general and professional guidelines, using initiative and independent judgement in their application.  Demonstrate structured and logical thinking.  Ability to work in an environment with changing and possibly conflicting priorities. | Previous experience planning and managing IT change projects. | CV, Interview |
| Problem solving and initiative | Able to identify broad trends to assess deep-rooted and complex issues.  Able to apply originality in modifying existing approaches to solve problems.  Able to innovate and think creatively and able to use these skills to influence strategically through senior management  Professional, calm and clear-thinking under pressure.  Ability to clearly identify research, student, academic and professional services needs and document requirements to aid solution development.  Able to develop understanding of long-standing and complex problems, apply professional knowledge and experience to solve them.  Confidence to challenge and improve existing work practices  Initiative to develop own ideas | Formal testing of computer applications software, including documentation of test results. | CV, Interview |
| Management and teamwork | Able to manage team dynamics, ensuring any potential for conflict is managed effectively.  Able to formulate development plans for own staff to meet current and future skill needs.  Able to provide expert guidance and advice to colleagues to resolve complex problems.  Identify and exploit opportunities for continuous improvement of internal processes.  Ability to deliver successful outcomes through people.  Ability to motivate and lead a team with diverse skills based in a matrix environment.  Able to proactively work with colleagues in other work areas to achieve outcomes.  Strong negotiation skills to influence change.  Ability to lead a small team of specialists, and to collaborate effectively with other teams on project and towards the resolution of problems.  Ability to liaise effectively with colleagues and stakeholders at all levels.  Ability to work effectively as part of a team. | Experience in setting clear objectives for staff to follow and provide them with a positive environment in which to learn and embed best practice.  Experience of successfully developing staff. | CV, Interview |
| Communicating and influencing | Able to persuade and influence in order to foster and maintain relationships in a cross functional manner.  Able to resolve tensions and difficulties as they arise.  Excellent communication skills to liaise with colleagues at all levels, both within the department and across the wider University.  Ability to persuade others to embrace and shape change proactively, develop and suggest new ideas, and manage significant ambiguity  Deliver presentations in a clear and concise manner to groups of people.  Able to chair meetings and small work groups.  Able to provide clear specialist guidance on complex issues; Able to develop understanding and achieve cooperation. | Ability to build relationships and be able to influence and persuade stakeholders to gain support for major changes and key decisions | CV, Interview |
| Other skills and behaviours | Evidence of a commitment to the continuous enhancement of the quality standards of the Team’s outputs and development of a service ethic that adds value to the iSolutions drive for continuous improvement.  Use of Microsoft Office applications: Outlook, Word, Visio, PowerPoint Project and Excel. | Evidence of delivering Continuous improvement | CV, Interview |
| Special requirements |  |  |  |

**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 |  |  |  |