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Job Description

Post title: Business Analyst

Date last updated/evaluated: April 2025

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Standard Occupation Code: Not applicable

School / Department: Business and Systems Analysis, IT Portfolio

Faculty / Directorate: iSolutions, Professional Services

Job Family: Management, Specialist and Administrative (MSA)

Grade: Level 4

ERE Pathway (if applicable): Not applicable

Post reporting to: Head of Business Analysis

Post line report(s): N/A

Post base location: Hybrid: Campus / Home **:** 1 Guildhall Square

Minimum 1 day/week in office required (3 days/week during first month)

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 and indicative time allocation:

1. **25%**

Analyse operational challenges, conduct root cause analysis and propose solutions through developing and maintaining knowledge and understanding of the organisation, processes and systems.

1. **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.

1. **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.

1. **10%**

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.

1. **5%**

Develop own skills & knowledge and share best practice. Maintain & develop own environmental knowledge (applications/business processes/role/industry) for identification of business change improvements.

1. **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.

1. **5%**

Undertake any other routine tasks or project management activities that may be assigned from time to time.

Internal and external relationships:

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:

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.

Ability to work in a rapidly changing environment.

To work across multiple University campus sites.

Occasional out of hours working may be required to perform certain tasks on the system whilst minimising disruption to users.

# Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

**Knowledge, Experience and Qualifications**

Essential

* 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, PowerPoint, SharePoint, MS Project and Project Online

Desirable

* 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.
* Use of additional Office 365 applications such as PowerBI, MS Forms and Power Automate, and advanced knowledge of standard applications.

**Teamwork and Communication**

Essential

* Works proactively with colleagues and other stakeholders, within and beyond the University, to achieve outcomes.
* Communicates effectively to develop understanding and achieve cooperation.
* Able to proactively work with colleagues in other work areas to achieve outcomes.
* 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 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.
* Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.
* Demonstrate the Southampton Behaviours and work with colleagues to embed them as a way of working within the team.

**Planning, Organisation and Resource Management**

Essential

* Plans and progresses a rage of work activities within broad professional guidelines and established University policies and procedures.
* Formulates development plans to meet current skill requirements.
* 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.

Desirable

* Previous experience of managing or oversight of projects

**Problem Solving and Initiative**

Essential

* 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

Desirable

* Demonstrates an awareness of principles and trends in a the Business Analyst field and awareness of how this affects activities in the University.
* Evidence of delivering Continuous Improvement.
* Formal testing of computer applications software, including documentation of test results.

# Job Hazard Assessment

A full health clearance is required for this role where any hazards marked “**^**”, using the agreed Occupational Health referral template [available from here](https://sotonac.sharepoint.com/teams/HealthWellbeing/SitePages/Occupational-Health.aspx). Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

## Physical Environment

Working outside **^** Not applicable

Exposure to noise levels >80dbA **^** Not applicable

Working with dust or fumes **^** Not applicable

Working with skin irritants **^** Not applicable

Working with chemicals (industrial or cleaning) **^** Not applicable

Working in a confined space **^** Not applicable

Working at height **^** Not applicable

Working with sewage **^** Not applicable

Contact with cytotoxins **^** Not applicable

Exposure Prone Procedure (EPP) work **^** Not applicable

Contact with clinical specimens or pathology work **^**  Not applicable

Direct patient care or patient contact Not applicable

Exposure to temperature extremes Not applicable

Frequent hand washing Not applicable

Ionising radiation Not applicable

## Psychological and Social Environment

Working shifts **^** Not applicable

Working nights **^** Not applicable

Lone working Not applicable

Working with children Not applicable

Exposure to persons with challenging behaviourNot applicable

Working with larger groups Not applicable

## Equipment, Tools and Machines

Working with vibrating machinery or tools **^** Not applicable

Driving duties e.g. LGV, PCVs, forklift trucks **^** Not applicable

Food handling Not applicable

Contact with latexNot applicable

## Physical Abilities

Prolonged physical movements or actions e.g. walking **^** Not applicable

Prolonged Standing or Sitting **^** Not applicable

Moving or handling heavy loads **^** Not applicable

Repetitive pulling or pushing **^** Not applicable

Repetitive climbing (steps, stools, ladders, stairs) **^** Not applicable

Repetitive crouching, kneeling or stooping Not applicable

Repetitive lifting Not applicable

Fine motor grips (e.g. pipetting) Not applicable

Repetitive reaching below shoulder height Not applicable

Repetitive reaching at shoulder height Not applicable

Repetitive reaching above shoulder height Not applicable

# Behaviours

Our [Inclusion and Respectful Behaviour Policy](https://www.southampton.ac.uk/about/governance/regulations-policies/policies/inclusion-respectful-behaviour) describes the expectations of everyone who is a part of our community.

Our **Southampton Behaviours** (below) outline the responsibilities we each have in working collaboratively to achieve our University strategy.

**Personal Leadership**

- I take personal responsibility for my own actions and an active approach towards my development.

- I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly.

- I demonstrate pride, passion and enthusiasm for our University community.

- I demonstrate respect and build trust with an open and honest approach.

**Working Together**

- I work collaboratively and build productive relationships across our University and beyond.

- I actively listen to others and communicate clearly and appropriately with everyone.

- I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish.

- I proactively work through challenge and conflict, considering others’ views to achieve positive and productive outcomes.

**Developing Others**

- I help to create an environment that engages and motivates others.

- I take time to support and enable people to be the best they can be.

- I recognise and value others’ achievements, give praise and celebrate their success.

- I deliver balanced feedback to enable others to improve their contribution.

**Delivering Quality**

- I identify opportunities and take action to make improvements.

- I plan and prioritise efficiently and effectively, taking account of people, processes and resources.

- I am accountable for tackling issues, making difficult decisions and seeing them through to their conclusion.

- I encourage creativity and innovation in others, to deliver workable solutions.

**Driving Sustainability**

- I consider the impact on people before taking decisions or actions that may affect them.

- I embrace, enable and embed change effectively.

- I regularly take account of external and internal factors, assessing the need for change, and gaining support to move forward.

- I take time to understand our University strategy and communicate this to others.