**A blue and black logo

Description automatically generated**

Job Description

Post title: Senior Business Analyst

Date last updated/evaluated: April 2025

Author: Helen Ogilvie

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 5

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 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 and/or mentor Business Analysts and/or Senior Business Analysts

## Key accountabilities and indicative time allocation:

1. **20%**

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.

1. **15%**

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

1. **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.

1. **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.

1. **10%**

Lead and manage a small team of 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.

1. **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.

1. **5%**

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.

1. **5%**

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.

1. **5%**

Deputise and support the Team Manager on team matters such as chairing meetings, managing change, assigning tasks, and managing senior stakeholders.

Contribute to the wider work of the Directorate or University through effective participation and collaboration in working groups and committees (e.g., project boards, self-assessment teams, Equality, Diversity and Inclusion committees, etc.).

1. **5%**

Any other duties as allocated by the line manager following consultation with the post holder.

Internal and external relationships:

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:

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.

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.

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 – 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

* Well-rounded rounded theoretical knowledge and understanding of the required professional or specialist discipline, accompanied by extensive practical experience.
* BCS Business Analysis qualifications or equivalent.
* Skill level equivalent to a professional qualification or postgraduate degree.
* Proven experience in managing outcomes within a specialist field.
* Experience in producing business process documentation and process mapping
* Proven ability to gather and review requirements, develop suitable processes, and review solutions.
* Demonstrated project and/or people management skills
* Ability to apply experience and awareness within a specialist field.
* Understanding of University priorities (both tactical and strategic) and the ability to apply these in managing work outcomes
* Proficiency in Microsoft Office applications: Outlook, Word, Visio, PowerPoint, Project and Excel

Desirable

* PRINCE2 or similar Project Management qualification and/or PROSCI or similar Business Change Management qualification
* 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.

**Teamwork and Communication**

Essential

* Provides expert advice, guidance and recommendations on complex issues.
* Fosters and maintains working relationships within the department and wider University.
* Uses persuasiveness and positively influences others to achieve outcomes.
* Ensures any potential for conflict within the team is managed effectively.
* Able to influence and foster relationships across functions.
* Able to resolve tensions and difficulties as they arise
* Communicates effectively with colleagues at all levels 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
* Able to proactively work with colleagues in other areas to achieve outcomes, and to work effectively as part of a team.
* Strong negotiation skills to influence change.
* Deliver presentations clearly and concisely to groups.
* Able to chair meetings and small work groups.
* Able to provide clear specialist guidance on complex issues, developing understanding and achieving cooperation.
* 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, 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 department.

Desirable

* Ability to build relationships and be able to influence and persuade stakeholders to gain support for major changes and key decisions

**Planning, Organisation and Resource Management**

Essential

* Appreciates University priorities and applies these in managing work.
* Ability to build relationships and be able to influence and persuade stakeholders to gain support for major changes and key decisions
* 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.
* 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.
* Ability to lead a small team of specialists, and to collaborate effectively with other teams on projects and towards the resolution of problems.

Desirable

* Previous experience planning and managing IT change projects.
* 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.

**Problem Solving and Initiative**

Essential

* Formulates development plans to meet current and future skill requirements.
* Applies knowledge, experience and understanding of a professional, specialist or technical field to inform work plans, based on a detailed understanding of the theory and/or principles underpinning the field of work.
* Uses initiative, professional and/or specialist judgement and originality to resolve problems and develop revised policies and procedures, where required.
* 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

Desirable

* 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.