

Senior Business Systems Analyst - Learning and Information Services - Grade H

Job Description

Purpose

This role is a critical member of the Product Team, which is responsible for the ongoing development and continuous improvement of our digital capabilities.

Working in close collaboration with the whole team, the role-holder will undertake requirements gathering, process analysis and solution design for the Product Team. The role helps to drive, inform, and implement technological solutions taking ideas and/or designs to development into production.

Following agile development practices, the role-holder will work collaboratively within a multi-disciplinary product team focused on continuous improvement. They will make significant contribute to UCLan's Integration Platform and Data Strategy, along with supporting and mentoring other team members and the wider analyst Community of Practice.

Duties

1. Evaluate business processes, anticipating requirements, uncovering areas for improvement, supporting the development and implementation of solutions. Document the 'as-is' and develop the 'to-be', along with associated functional and non-functional requirements for solutions.
2. Conduct meetings and presentations to share ideas and findings.
3. Define and document change requirements, functional specifications, user stories and product backlog items.
4. Act as an advisor to senior managers and executive teams, and effectively and professionally represent the team and the service to internal and external stakeholders.
 - Provide line management, leadership, training, coaching, and guidance to other team members.
5. Staying up to date on the latest process and IT advancements to automate and modernise systems.
6. Facilitate workshops, meetings, and demos with key stakeholders to identify business drivers and document their requirements, validating key assumptions to ensure that stakeholder expectations are managed effectively.
7. Maintain and expand your own knowledge and skill set in relevant business and technology areas through personal and professional development.
8. Perform and support user acceptance testing.
9. Effectively communicate your insights and plans to cross-functional team members and management.
10. Prioritise initiatives based on business needs and requirements.

11. Monitor deliverables and ensuring timely completion of projects.
12. Adopt and adhere to established principles and standards for design, branding, architecture, and documentation.
13. Attend, contribute to, and lead stand-ups, team meetings and other relevant forums.
14. Demonstrate flexibility and commitment to the University strategic plan, policies and development plans.
15. Staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business.
16. To observe, monitor and comply with all relevant University policies and procedures in the performance of duties, particularly in relation to System and Information Security.
17. Undertake any other duties commensurate with the grade of the role.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Extensive experience of working as a Business Analyst in an enterprise scale organisation, carrying out requirements engineering and business process modelling activities (Application/Interview).
- Experience of providing/undertaking cost-benefit analysis, and options appraisal and recommendation (Application/Interview).
- Experience of working within an agile software development environment and relevant tooling/systems such as Azure DevOps, Kanban Boards and so on (Application/Interview).
- Excellent communication skills, both written and verbal, with the ability to convey complex information to a range of stakeholders in a clear and concise manner (Application/Interview).
- Relevant business or systems-based degree or equivalent work experience (Application)
- Skills in developing and articulating value propositions to challenge, influence and develop priorities and workload (Application/Interview).
- Ability to communicate and collaborate well with colleagues and stakeholders at all levels of an organisation with varying technical experience and capabilities (Application/Interview).
- Ability to manage and influence discussions and workshops for example around design, technology, and development standards (Application/Interview).
- Strong problem-solving capability, with a logical approach and the ability to see different perspectives and options (Application/Interview).
- Ability to remain calm and work well under pressure, both as part of the team and on own initiative (Application/Interview).

- Appreciation of business priorities, deadlines, and client requirements (Application/Interview).
- Experience in working in a team environment, motivating staff, and ensuring the projects are delivered (Application/Interview).
- Awareness and understanding of confidentiality (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Management of development teams.
- Leadership or Mentorship of Technical Analysts.
- Experience of working in Higher Education, ideally in the same role or another relevant business-focused/professional services role.
- Experience with Business Intelligence tools such as Power BI or SQL Reporting Services.
- Experience of working with Finance systems in an analyst capacity.
- Experience of working within Agile delivery team and contributing to all steps of development lifecycle. (Application/Interview).