

Job Description

Business Analyst

Salary:	Grade 7
Contract:	Full time, fixed term
Location:	Remote
Responsible to:	Business Analyst Manager
Job family:	Administrative, professional and managerial

Job purpose

The role will support the delivery of the HEAT system rebuild specification by translating user needs gathered through a structured consultation into clear, feasible technical requirements.

The role will work alongside a consultation lead who will design and deliver engagement activity. The Business Analyst will support this process by preparing materials, contributing technical insight, and translating outputs into system requirements.

Working closely with the consultation lead, HEAT members, the HEAT team and technical consultants, the role will ensure that requirements are both technically robust and clearly communicated to non-technical stakeholders through maintaining regular updates to a progress board.

The Business Analyst will be responsible for producing an agreed system rebuild specification at the end of the year. This role is fundamental to ensuring the HEAT Service tools remain fit for the purpose of supporting the delivery of the sector's evaluation needs.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Interpret user needs and consultation feedback to produce clear functional requirements and system specifications that meet HEAT's business objectives
- Explain technical concepts, constraints and options to non-technical stakeholders to support understanding and informed input
- Support consultation activities by preparing materials, contributing to workshops, and completing follow-up documentation, to ensure technical perspectives are effectively integrated
- Document requirements, decisions and rationale to produce clear, accessible outputs for member-facing communication (e.g. progress board, consultation materials, non-technical member announcements)
- Collaborate with the HEAT Team, the Memberships, and technical consultants, to develop feasible solution options and articulate associated trade-offs (e.g. complexity, cost, usability)
- Produce a comprehensive technical specification derived from user requirements to enable system development and procurement.
- Maintain a clear audit trail from consultation input to final decisions to support transparency and governance

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Translating diverse and sometimes conflicting user needs into a coherent system design, requiring judgement to balance competing priorities and recommend solutions that meet the needs of the service as a whole.
- Balancing technical feasibility with non-technical expectations, requiring the role holder to communicate constraints and trade-offs clearly while maintaining confidence in the process
- Communicating complex system concepts in an accessible way, enabling meaningful engagement from non-technical stakeholders and supporting informed decision-making
- Maintaining a clear audit trail from consultation input to decisions, requiring accuracy and consistency to ensure transparency and accountability

Facts & figures

The HEAT system holds over 5+ million student records and is continually growing. It has 4,000+ user accounts and executes approximately 1,000+ tasks per week. .

The system outputs provide an authoritative source of student and event data, enabling accurate and timely delivery of many different services to end users and sector bodies. The data is also used to support national research and statutory reporting requirements.

Internal & external relationships

Internal: Proactively build and foster relationships with key staff across the sector, work with business stakeholders to understand process requirements; advise and support system users; work collaboratively with the HEAT Membership on project requirements and implementation.

External: Liaise with external consultants to resolve issues or fully exploit software functionality; engage with counterparts in external networks and user groups.

The role holder is expected to demonstrate a commitment to equality, diversity and inclusion; promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Conflict resolution
- Pressure to meet important deadlines such as might be inherent in high profile projects
- Ability to lead, chair and present in all Service led working groups, user webinars, and online meetings

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Education to graduate level or equivalent experience (A)
- Experience applying business analysis techniques to define system or service requirements (A,I,T)
- Strong analytical skills with the ability to synthesise complex information into clear outputs or recommendations (A,I,T)
- Ability to translate between technical and non-technical audiences (I,T)
- Experience working with non-technical stakeholders to gather and define requirements (A,I,T)
- Proven ability to work co-operatively with multi-disciplinary groups/teams (A,I)
- Ability to communicate complex ideas clearly and simply, both written and verbally (A,I)
- Strong organisational skills with the ability to manage competing priorities and deliver to deadlines (I,T)
- Commitment to continuing professional development and a willingness to use new technology (I)
- Firm commitment to achieving the Service's remit to complete a system rebuild specification, with a passion for delivering an end-product achieved via stakeholder collaboration (I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- Business Analysis post-graduate or professional qualification (A)
- Experience supporting consultation or co-design processes (A)
- Service Management Qualification (e.g. ITIL) (A)
- Experience of working in higher education (A)
- Experience with data and tools enabling our members to evaluate the work they are doing to mitigate risks to equality of opportunity in higher education (A,I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage