

OUR REWARD PRACTICES/ JOB DESCRIPTION: Business Analyst

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Generic role title:	Business Analyst
Job family:	Technical
Reference number:	ACD-014-19
Grade:	Grade 7
Salary Scale:	£34,189 to £39,609 <i>per annum</i>
Contract:	Ongoing Full time
School/Department:	Planning and Student Information, Academic Division
Location:	University of Kent, Canterbury campus
Line manager:	Head of CSAO or their nominee

Job purpose

Defining accurate and relevant requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and clearly quantifying the potential business benefits. The Business Analyst helps the University understand and develop the requirements of individual business units and the system needs of the University as a whole.

This role is fundamental to ensuring KentVision remains fit for the purpose of supporting the delivery of the student lifecycle across the entire University portfolio

Key accountabilities

This section details the main accountabilities (or responsibilities) of the job, together with a selection of indicative duties. Other duties, commensurate with the grading of the post, may also be assigned from time to time.



1.	Plan, arrange and facilitate meetings and workshops with stakeholders to investigate requirements for the development of KentVision to meet the business objectives of the university	<i>Frequency</i>
		Daily
Example duties:		
1.1	Capture 'as is' state and undertake analysis to identify key issues, inefficiencies and pain points.	
1.2	Work with key stakeholders to create 'to be' state to address these problems in line with business and strategic objectives	
1.3	Ensure appropriate prioritisation is applied to the gathered requirements	
1.4	Put forward suggestions on how existing business processes could be improved	
2.	Document system specifications, author technical specifications, produce functional designs in order for development teams to create and implement improvements to KentVision	<i>Frequency</i>
		Daily
Example duties:		
2.1	Write functional specifications to ensure that all requirements are captured and recorded accurately	
2.2	Create technical specifications to enable the KentVision development team to implement new and improved functionality	
3.	Work in partnership with staff across the university and suppliers to ensure a smooth rollout, implementation and support for KentVision	<i>Frequency</i>
		Daily
Example duties:		
3.1	Develop a clear communication strategy to ensure that relevant staff are kept informed of developments	
3.2	Create and maintain documentation for all supported systems	
3.3	Work closely with the business to ensure that the rollout of changes and new features is done so at appropriate times and in line with business need	
		<i>Frequency</i>

4.	Develop an in-depth knowledge of specific business areas across the University in order to provide expert advice and guidance on the use and development of KentVision	Daily
Example duties:		
4.1	Work closely with members of staff across the University to understand key business areas	
4.2	Provide a 'first port of call' for the request of new features and developments to KentVision	
5.	Work closely with members of Information Services to support system development work and regular system upgrades	<i>Frequency</i> Weekly
Example duties:		
5.1	Work closely with Information Services to ensure system development work progresses and that the technical specifications are fully understood	
5.2	Work closely to ensure that regular system upgrades and double-upgrades are carried out at an appropriate time for the business and that the necessary support is provided to ensure a successful upgrade	

Internal & external relationships

This section indicates with whom the job holder comes into contact and liaises/communicates with on a regular basis, and for what purpose.

Internal: Staff at all levels across the university, committees, technical staff

External: External software suppliers

Health, safety & wellbeing considerations

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

- Regular use of Screen Display Equipment

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.

Qualifications / training	Essential	Desirable	Assessed via*
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Education to graduate level or equivalent experience	✓		A
Business Analysis post graduate or professional qualification		✓	A
Membership of relevant professional bodies		✓	A
Service Management Qualification (e.g. ITIL).		✓	A

Knowledge, skills and experience	Essential	Desirable	Assessed via*
Experience with SITS:VISION	✓		A/I/T
Excellent analytical skills with the ability to distil large amounts of data into concise recommendations for action.	✓		A/I/T
Experience of working in higher education		✓	A
Excellent communication skills, both verbally and in writing, with an ability to engage professionally, confidently and diplomatically with both internal and external contacts and all levels of staff	✓		A/I
Able to show initiative and develop novel solutions to complex problems.	✓		A/I
In depth knowledge of Business Analysis techniques and other relevant tools.	✓		A/I
Excellent facilitation skills with the ability to work confidently with all levels in the organisation.	✓		A/I/T
Proven ability to work co-operatively with multi-disciplinary groups/teams	✓		A/I
Excellent time management skills	✓		I
High level of influencing skills	✓		I
An understanding of how people go through a change and of the change process		✓	I
Experience of providing delivery support to other staff delivering change initiatives		✓	A/I

Additional attributes	Essential	Desirable	Assessed via*
Able to motivate other team members to perform to a high standard	✓		I

*Criterion to be assessed via:

A = application form or CV/cover letter

I = interview questions

T = test or presentation at interview