Job Description

Post/Job Title:	Business Analyst (Fixed-Term)
Reference:	667
Faculty/Professional Service:	Office of the Vice Chancellor
Group/Section:	Strategic Change Team
Location:	Any University location
Normal hours per week:	37 **Note:** *Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods and some evening and weekend work may be required to support specific activities.*
Grade:	7
Accountable to:	*BA lead/ Head of Delivery*
Responsible for:	

Job Purpose

This role will be responsible for undertaking analysis on projects in order to support the delivery of high quality, fit for purpose solutions that implement Bournemouth University's 2035 Strategic Plan.

Reporting to the Head of Strategic Change and working as part of the wider Strategic Change Team, the post holder will primarily focus on leading to the gathering, shaping and defining of business requirements, applying a firm technical understanding to develop the requirements through analysis into deliverable and appropriate solutions.

The post holder will support customers in the analysis stages across the project portfolio from concept through to delivery. They will document requirements and promote suitable solutions that exploit existing capabilities and propose new solutions in accordance with BU architecture.

They will ensure that solutions are designed and delivered to maximise all potential benefits. This will be done by working closely with business representatives to understand their requirements and constraints, and internal / external stakeholders and project team members to understand technical opportunities, constraints and best possible solutions.

Main Responsibilities

1. Understand the technical opportunities coupled with the business needs / issues to shape appropriate solutions.

2. Identify stakeholder requirements and develop requirements specifications, evaluate customer proposals and assist and advise their business analysis, option definition and impact analysis.

3. Establish and maintain effective relationships with senior managers, academics, corporate groups and other stakeholders to understand and document the complex, interdependent and wide-ranging

business needs of the University.

4. Work directly with Customers, Suppliers, Project Managers, Analysts and Architects to understand and capture initial business requirements and translate these into technical requirements that will be used to evaluate possible solution routes based on business benefits, architectural fit, value, cost and risk.

5. Plan, arrange and facilitate meetings and workshops for stakeholders and business process owners to develop and explore requirements and needs.

6. Proactively challenge the current environment and recommend changes which support the delivery of the required business benefits to ensure that the business case is robust and aligned to business and IT strategy.

7. Develop a strong understanding of BU strategy, architectures, capabilities and domain roadmaps to ensure solution designs are appropriate to BU and its strategy.

8. Support and benchmark these recommendations with quantitative and qualitative evidence based on lessons learned internally and from other organisations to ensure recommendations deliver leading edge solutions.

9. Develop and maintain accurate Requirement Specifications to ensure that they meet the needs of all key project stakeholders, including consumers such as Systems Analysts and the Test Team and incorporate service design and information security needs, including recovery, resilience and reliability.

10. Gain acceptance from stakeholders and technical architects for proposed solutions and prototypes.

11. Work with the relevant Senior Project Manager / Project Manager and Technical Leads to identify, shape, scope and design work packages and plans, including estimating budgets and benefits and setting target milestones.

12. Work with the Head of Delivery to inform project planning in order to meet all key performance measures, such as timescales, quality metrics, service levels, budgets and resource needs.

13. Take responsibility for co-ordinating the effective delivery of key service documentation, including the planning and management of own and others' activities where appropriate.

14. Liaise with customers and the IT Team for collaborative provision and knowledge transfer, including the development and delivery of learning materials and events.

15. Responsible for the change management of developing requirements to ensure that they are documented and approved.

16. Produce project documentation in line with BU project delivery processes, standard templates and procedures to ensure understanding and alignment.

17. Support and adhere to the governance process and standards for BU Project Management to ensure projects are delivered to the required levels of consistency and quality.

18. Provide status updates to Project and Senior Project Managers, and ensure that risks and issues are noted, raised with relevant stakeholders, and managed appropriately.

19. Ensure all Procurement activity is in compliance of the Public Sector Procurement regulations as advised by the BU Procurement and Legal teams.

20. Build a good understanding of new and emergent technologies and how they can support and be assimilated into business processes.

21. Maintain a current knowledge of legislation appropriate to information systems, such as the Data Protection Act and Computer Misuse Act.

22. Any other duties that may be reasonably required.

Contacts

Type	Occurrence	Example
Internal:		
BU Colleagues	As required	General project communication, provide escalation point and resolve issues. Advice and guidance around PM and BA best practice.
External:		
External suppliers and agencies	Regular (daily)	Negotiate project requirements and delivery schedules, review progress on contracted project delivery, procure project resource, escalate and resolve issues. Tendering and procurement of solutions.
Students	As required	Stakeholder engagement, ascertain requirements.
Partner Institutions	As required	Stakeholder engagement, ascertain requirements.
Other HE Establishments	As required	Review best practice across the sector by using all available resources such as participating in conferences, general networking, utilising online resources.
Professional Organisations	As required	As part of an overall commitment to Continuing Professional Development, understand evolution within Best Practice and influence enhancements to BU's change management methodology.

Information Governance Responsibilities

Data User

    i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Data Owner

    ii. Ensure relevant Information Governance policies are enforced, and any issues are resolved or escalated to the University Leadership Team (ULT).

    iii. Identify and manage data protection risks for their respective data.

    iv. Determine and approve the usage / access / retention / destruction requirements.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and

disabled adults, it is an offence to apply for and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

Person Specification

BU BOURNEMOUTH UNIVERSITY

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SELECTION CRITERIA	Essential/ Desirable
Knowledge (including experience & qualifications)	
Substantial experience of business analysis and solution design in a structured environment	Essential
Experience of successful management and change of complex processes and of developing customer relationships	Essential
Experience of exploiting application packages and of supplier liaison	Essential
Considerable experience of creating and implementing new systems and procedures	Essential
Relevant academic qualification or professional training relating to design and systems analysis	Desirable
Appreciation of public procurement legislation and practices.	Desirable
Experience of using management information systems to record and report data and information.	Essential
Experience of eliciting requirements to introduce and improve business processes or systems	Essential
Understanding of IT Service provision in medium to large organisations	Essential
Good awareness of IT related legislation and guidelines e.g. DPA, DDA, Computer Misuse Act	Essential
Knowledge of PRINCE2, other formal project management and ITIL Service Management methodology	Desirable
Awareness and understanding of the activities and developments within Higher Education and/or public sector	Desirable
Skills	
Effective organisation and planning skills with the ability to prioritise workload	Essential
Project/change management experience and skills including working to project timescales	Desirable
Identify, analyse and address problems in order to resolve issues whenever possible in a way that minimises the negative impact on the organisation	Essential
Strong analytical skills; ability to evaluate complex issues often with incomplete information	Essential
Demonstrable ability to be part of and inspire multi-skilled teams	Essential
Excellent verbal and written communication skills, across all levels	Essential
Demonstrable ability to handle a range of activities to tight and varied timescales	Essential
Demonstrable ability to engage and collaborate with staff at a business and technical level	Essential
Proactive customer support	Essential
Ability to research alternative solutions and make recommendations	Essential
Excellent IT skills, including Microsoft Office suite and Microsoft 365	Essential
Excellent interpersonal skills including motivational negotiating, influencing and relationship building (including at a senior level)	Essential
Attributes	
A demonstrable commitment to service excellence, and the desire to understand the work of a complex organisation.	Essential
Demonstrable personal resilience with an ability to keep calm under pressure and deal with difficult situations	Essential
Agile and positive approach to work, including a positive approach to learning and responding to feedback.	Essential
Able to motivate themselves and others and to promote service excellence in a team environment.	Essential

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SELECTION CRITERIA	Essential/ Desirable
Actively contribute within a culture of continuous improvement	Essential
Able to remain focused and deliver under pressure	Essential