Loughborough University

Business Analyst & Tester
Job Ref: REQ211030

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

IT Services deliver the digital environment at Loughborough University that supports excellence in teaching and learning, research, enterprise and sport. With an outstanding track record in delivering innovative solutions and sector-leading services, IT at Loughborough has topped numerous polls for student satisfaction, including being rated the highest amongst English universities for five years in a row in the National Student Survey.

As part of the new IT strategy, we are seeking to put agility and responsiveness at the heart of our approach. This includes building our capabilities in product management, agile development, and collaboration with our users. One of our core strengths has been the flexibility of our in-house student information system, which we now want to take forwards using a digital product management approach

Job Description

Job Grade: Management and Specialist Grade 6

Job Purpose

To undertake assigned business analysis, system documentation, software testing, user support and project administration tasks, according to agreed standards and guidelines and normally as part of a team, in order to meet the University's corporate information systems' requirements. The initial focus of this job will be software projects for the student information systems.

Job Duties

- To participate in software projects in order to deliver effective and efficient business solutions.

- To participate in testing the corporate information systems including the development and execution of test plans, automated testing, fault tracking and fault resolution.

- To maintain system and user documentation of the corporate information systems.

- To participate in the documentation, review, revision and development of business processes in order to improve the effectiveness and efficiency of those processes.

- To develop and maintain user stories, requirements and design specifications and test cases.

- To advise, assist and train staff in the use of the corporate information systems in order to help them resolve problems and use the systems to best effect.

- To liaise with University staff, suppliers, the HE sector and government bodies in order to ensure that an effective and efficient service is available to both internal and external University stakeholders at all times.

- To provide project administration for software development and implementation projects.

- To be fully conversant with the range of IT facilities and services available, and to keep abreast of relevant developments in IT and IT legislation, in order to provide optimal service.

- To undertake any other tasks on an occasional basis which may reasonably be required by the line manager.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to Product Development Manager .

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

1 – Application
2 – Test/Assessment Centre/Presentation
3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Of working and delivering systems in a complex environment/organisation.	1,3
	Of business/ systems analysis and technical requirements specification in a corporate environment.	1,3
	Of complex business systems and practices, and information systems' standards and methodologies.	1,3
	Of testing large corporate information systems	1,3
Skills and abilities	Ability to present information professionally and in a format suitable to its intended audience.	1
	Recent practical technical skills in the business analysis and testing of complex and mission-critical applications supporting large and/or diverse user populations.	1,2,3
	Ability to work to agreed standards and procedures.	1,3
	Ability to work efficiently with minimal supervision, manage one's own time well and work under pressure.	2,3
	Ability and eagerness to meet new objectives and learn new skills.	1,3
	Ability to communicate effectively with both IT and non-IT staff.	3
	Ability to get on well with people, including when under pressure.	3
	Ability to line manage and organise a team	1,3
Training	Demonstrate evidence of having undertaken further training	1,3
Qualifications	Degree with relevant IT content OR non IT Degree combined with relevant professional IT qualifications and/or experience	1
Other	A knowledge and understanding of Higher Education.	1,3
	Compliance with relevant University policies.	3

Desirable Criteria

Area	Criteria	Stage
Experience	Of working in a Higher Educational environment or similar organisation.	1,3
	Of test automation using open source tools.	1,3
Skills and abilities	Ability to innovate and convince others of the argument for change.	3
Qualifications	Training and/or qualifications in business analysis and software testing	1
	Training and/or qualifications in business analysis and software testing	1

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Grade 6, Management and Specialist per annum, at a starting salary to be confirmed on offer of appointment.
The appointment will be subject to the University's Terms and Conditions of Employment for STAFF GRADES 6 AND ABOVE, details of which can be found here.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which can be found here.

The University offers a wide range of employee benefits which can be found here.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html

In addition, the University is supportive, wherever possible, of flexible working arrangements.
We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see http://www.lboro.ac.uk/services/hr/athena-swan/

Applications

The closing date for receipt of applications is **24 January 2022**