

IT Business Analyst

Job Ref: REQ251097

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade Management and Specialist Grade 6

Job Purpose Loughborough University is delivering a programme of work to modernise its corporate systems, to deliver a large impact across the organisation. We are therefore looking to recruit a Business Analyst to join the Corporate Systems and Business Analyst Team to undertake assigned IT business analysis to enable fit for purpose and modern business systems and processes are implemented for our Finance, HR, Research, Library and Casual Worker Management.

Job Duties

1. To undertake information gathering, analysis, collation and documentation of specific and agreed information for both large and small scale projects.
2. To select and use a variety of techniques for data gathering including workshops, interviews, document analysis, workshops, surveys, data flow mapping, product analysis, process analysis and workflow analysis on large scale projects.
3. To prepare analysis documentation, unambiguously and concisely, using diagrammatic representations where appropriate, and presenting proposals to business process review sponsors and stakeholders.
4. To lead on the development of high quality and accurate user stories, prioritised requirements catalogues, quality requirements, acceptance criteria and on understanding and documenting the business requirements, working with business sponsors and project teams.
5. To lead on and undertake business process and data flow modelling in conjunction with IT and business colleagues.
6. To work closely with a variety of end users to ensure technical compatibility, adequate testing, support training, user training and user satisfaction.
7. To engage with agile development teams providing specialist business analysis to ensure the impact of decisions on priority and of selecting backlog items for development is properly understood, and to confidently represent the user and business viewpoint.
8. To provide the link between the customer, the development team and any third-party regarding software functionality throughout the development cycle.

9. To design the test plan, and support the delivery of this, including undertaking high quality testing, to support delivery of solutions that meet the expected quality outcomes and acceptance criteria, providing evidence to support decisions to release these into the live environment.
10. To design and provide documentation for business and IT staff to enable them to operate and support defined University-wide business processes
11. To support and guide other IT and business staff in undertaking business analysis activities.
12. To support the Business Analysis Community of Practice through actively contributing towards templates and documentation, and in providing guidance and advice that others can apply, to generally improve the application of business analysis.
13. 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

Working outside normal working hours is occasionally necessary. Such out-of-hours working as is necessary is scheduled in negotiation with the group of staff with relevant skills and takes account of the personal commitments and wishes of individuals. When convenient, it can sometimes be appropriate for the work to be carried out remotely at home.

For purposes of system management, IT Services staff often have enhanced access to data, files and computer systems and must always respect the privacy of information to which they have enhanced access. The only exception to this will be investigations authorised by IT Services Director or his/her nominee.

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 always observing the University's Equality & Diversity policy and procedures. 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 the Head of Corporate Systems and Business Analysis, and part of the Business Analysis Team.

Person Specification

Your application will be reviewed with respect to meeting 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
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working and delivering systems in a complex environment/organisation.	1,3
	Experience of business/ systems analysis and technical requirements specification in a corporate environment, including both business process and data modelling.	1,2,3
	Experience of developing and testing software solutions to meet business and technical requirements	1,3
	Experience of complex business systems and practices, and IT architecture, information systems' standards and methodologies.	1,3
	Experience of working with IT colleagues to develop an appropriate technical solution to meet the identified requirements, and of writing technical specifications for developers to meet that requirement.	1,3
Skills and abilities	Ability to present information professionally and in a format suitable to its intended audience.	1,2
	Recent practical technical skills in the business analysis and testing of complex and mission-critical applications	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 to meet new objectives and learn new skills.	1,3
	Ability to communicate effectively with both IT and non-IT staff both verbally and in writing.	3
	Ability to get on well with people, developing and maintaining constructive relationships and seeking to resolve conflicts, including when under pressure.	3
Training	Able to demonstrate enthusiasm and ownership for their own performance and development. Demonstrate evidence of having undertaken further training through one or more approaches, such as online courses, classroom study and self study	1,3
Qualifications	Degree with relevant IT content OR non-IT Degree combined with relevant professional IT qualifications and/or experience	1

Other	Compliance with relevant University policies. Able to demonstrate commitment to Equity, Diversity and Inclusion, including working in diverse teams	3
	Knowledge of customer behaviours, needs and expectations, including focussing on the needs of the ultimate customer	3

Desirable Criteria

Area	Criteria	Stage
Experience	Of working in a Higher Educational environment or similar organisation.	1,3
	Of developing and giving presentations to colleagues or clients, including to a senior audience.	1,2,3
	Of developing data exchange through the use of APIs	1,3
	Of working within agile methodologies	1,3
	Of supporting corporate information systems or similar products.	1,3
	Of specifying Business Information reports	1,3
	Of understanding corporate information systems	1
Skills and abilities	Ability to innovate and convince others of the argument for change.	3

Conditions of Service

The position is full time and open ended. Salary will be on Management and Specialist Grade 6, £35,608 - £46,049 per annum, at a starting salary to be confirmed on offer of appointment. The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff, 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 are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>

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/>