

Job Description

Job title: Business Analyst

Faculty/Directorate: Digital and Technology

Job Family: Digital Portfolio Delivery

Grade: F

Role profile: SMF1

Full time (37 hours per week)

Permanent

Date: Oct 2024

	Duties of the role
Overall purpose of the role	The Business Analyst will utilise their knowledge of Directorate projects and programmes to analyse and understand business problems and/or opportunities, including identifying areas for improvement, exploring feasible options, analysing the effects of change and define success measures. The role will undertake research and analysis to understand how a business or business area works, considering the people, organisation, processes, information, data and technology, the structure, policies, processes and overall operations of the organisation. The Business Analyst will be responsible for gathering and documenting high level and detailed requirements. Translating and documenting business needs into Epics, Features, and User Stories. Producing and documenting Business Process Modelling (BPM) for 'As Is' and 'To Be' states. The role will develop or contribute to key project documentation such as Project Mandates, Business Cases, Business Requirements Specifications and Options Appraisals.
Main duties and responsibilities	- Identify and capture user needs, business objectives, and technical requirements to inform design and development phases, ensuring alignment with service goals and policy constraints. - Engage with stakeholders across the University through interviews, meetings, and workshops to build relationships, gather insights, and secure project support. - Conduct comprehensive requirement analysis, ensuring alignment with business case objectives and validating documentation accuracy through consultation with stakeholders. - Define and document acceptance criteria in collaboration with project teams, mapping each criterion to specific business requirements to support the quality management plan. - Perform impact assessments for potential changes, analysing how modifications in systems, processes, data, and roles affect project outcomes and business goals. - Support the development of business cases, presenting options and recommendations to governance boards, providing background data for informed decision-making. - Apply prioritisation techniques to rank requirements collaboratively with stakeholders, supporting agile project management and delivery.

	Duties of the role
	• Identify and manage change control processes, ensuring accurate baselining, version control, and adherence to robust change request protocols. • Investigate solution options, documenting these in Options Papers with detailed analyses of risks, dependencies, timelines, and resource requirements to aid decision-making. • Conduct business process analysis, capturing current (As Is) processes, performing gap analysis, and developing future (To Be) processes alongside stakeholders. • Facilitate the transition of projects into operational phases by implementing new processes, tools, and features, and planning user testing and training. • Produce project documentation (e.g., mandates, business cases) in line with DMU PMO standards, working closely with Project Managers to clarify project objectives and scope. • Perform any other duties commensurate with the job grade as reasonably required from time to time. • Act in accordance with DMU Values: ○ Collaborative – Work together to achieve joint outcomes, understand how your work contributes to DMU, and be aware of your personal impact on others. ○ Compassionate – Be open, honest, and caring, work on a basis of trust, and hold yourself accountable for your actions. ○ Creative - Strive for better, challenge bureaucracy, explore digital solutions, and innovate creatively. ○ Community minded - Embrace alternative views, treat others with respect, and tackle inequalities. • Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. • All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land. • The postholder should have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	Educated to degree level or professional qualification (ISEB Business Analysis) or equivalent experience	Essential		X			X
	ISEB / BCS Business Analysis qualification and / or extensive experience of business process analysis		Desirable	X			X
Previous Work Experience	Demonstrable experience of detailed requirements engineering and prioritisation using suitable tools and an approach in line with business analysis best practice.	Essential		X	X	X	
	Demonstrable experience of using initiative and creativity to work iteratively to resolve problems, identify practical and suitable solutions, and outcomes	Essential		X	X		
	Demonstrable experience working in Agile, and an awareness of Agile tools and how to use them		Desirable	X	X		
	Experience of working within a user centred, customer focused service role	Essential		X	X		
	Experience of working within Higher Education sector		Desirable	X	X		
Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required	In-depth and up to date knowledge of business process modelling / mapping across current and future project states	Essential		X	X	X	
	Ability to identify and communicate complex business problems and opportunities, within a defined project	Essential		X	X		
	Ability to deliver detailed acceptance criterion, mapped to individual / multiple business requirements to ensure quality and delivery of a fit for purpose solution		Desirable	X	X		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	Strong analytical skills to analyse business goals, objectives, functions and processes, using relevant information and underlying data to support the definition of requirements	Essential		X	X		
	Ability to ensure proposed solution meets business and user needs	Essential					
	Excellent planning, prioritising and organisation skills within project teams to deliver multiple projects simultaneously and at different stages of the project lifecycle	Essential		X	X		
	Ability to develop effective stakeholder relationships, communicating clearly and regularly	Essential					
	Ability to identify, compare and select the appropriate best practice process, tools or delivery methods for delivery		Desirable				
	Ability to analyse, validate and prioritise user experience needs and incorporate and present in findings to support data-informed decision making	Essential		X	X		
	Able to work with analysts, enterprise architects and project managers and areas as relevant, to understand and manage project dependencies, to plan analysis work and highlight risks and issues.		Desirable	X	X		
	Able to communicate effectively and with accuracy, in oral and written formats, adapting style to the needs of technical and non-technical audience	Essential		X	X		
	Commitment to delivering a customer focussed service and to enhancing and improving service delivery	Essential		X	X		
Equality and diversity	Able to provide a service to a diverse range of people to promote good relations and equality	Essential		X	X		
Our Values and Behaviours at DMU							
We are Collaborative – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on others	Essential			X		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
We are honest and Compassionate	We are open, honest and caring We work on a trust basis We hold ourselves accountable for our actions	Essential			X		
We are innovative and Creative	We constantly strive for better We challenge bureaucracy and explore digital solutions We are innovative and creative	Essential			X		
We are a community – we value and champion difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential			X		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**