

## Senior Business Analyst – Learning and Information Services – Grade H

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### Job Description

#### Purpose

To act as a senior member of the Product and Delivery team, leading the analysis and continuous improvement of digital capabilities across the University. The Senior Business Analyst will work within a multi-disciplinary team, driving requirements gathering, process analysis, and solution design for complex projects, ensuring alignment with strategic objectives and best practice, and articulating the value realised.

#### Duties

1. Lead the evaluation of business processes, anticipate requirements and identify areas for improvement using a range of analysis techniques (e.g. process mapping, gap analysis, user story mapping).
2. Define, shape and support the development and implementation of complex and high-impact user-centred digital solutions ensuring alignment with strategic goals, tracking benefits and realisation of value.
3. Translate business and user needs into clear, actionable functional and non-functional requirements using appropriate artefacts (e.g. process models, data flows, user stories, acceptance criteria).
4. Communicate complex, technical or conceptual information clearly with stakeholders at all levels, influencing decision-making and prioritisation through evidence and negotiation.
5. Build relationships with senior stakeholders and act as a key advisor to senior managers and executive teams, representing the team and service to internal and external stakeholders.
6. Plan and facilitate workshops, interviews, focus groups and demos with key stakeholders to identify business drivers and document requirements, validating key assumptions.
7. Lead and support user acceptance testing and ensure effective communication of issues, insights and updates to cross-functional teams.
8. Adopt and adhere to established principles and standards for design, branding, architecture, and documentation, including writing Business Cases.
9. Attend, actively contribute to, and lead stand-ups, team meetings, community of practice, and other relevant forums.

10. Maintain and expand personal and team knowledge, championing business analysis best practice, contributing to the community of practice, development of standards, tools and templates and identifying opportunities for service and process improvement,
11. Provide leadership, coaching, and guidance to other team members, including appraisals and development planning.
12. Support the University's commitment to equality, diversity, and inclusion by fostering an inclusive culture through the recruitment, development, and retention of talent.
13. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.
14. Undertake other relevant duties and responsibilities appropriate to the grade of the post.

#### Person Specification

#### **Knowledge, Skills, and Behaviours (Essential)**

- Significant experience as a Business Analyst, including leading analysis for complex, high-impact projects (Application/Interview).
- Undergraduate degree in a relevant area (Application).
- Deep understanding of business analysis techniques e.g. process modelling, user story mapping, benefits realisation, prioritisation frameworks (Application/Interview).
- Experience of working in multi-disciplinary agile teams using iterative and user-centred approaches (Application/Interview).
- Proven ability to build and manage relationships and influence stakeholders at all levels (Application/Interview).
- Excellent communication skills, with the ability to explain complex concepts clearly and persuasively to technical and non-technical audiences (Application/Interview).
- Ability to manage competing priorities and deliver to deadlines in a fast-paced environment (Application/Interview).
- Experience coaching and mentoring other analysts or team members (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

### **Knowledge, Skills, and Behaviours (Desirable)**

- Experience using AzureDevOps tooling (Application/Interview).
- Experience of working in Higher Education (Application/Interview).
- Experience with using enterprise systems such as Microsoft Dynamics 365, Ellucian Banner, Azure Integrations Services (Application/Interview).
- Experience of benefits management and value tracking (Application/Interview).