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| **Job Title** | **Business Analyst** |
| **School / Service** | **IT Services** |
| **Grade and Salary Range** | **Grade F** |
| **Location and Hybrid working status** | **Remote (with occasional onsite travel)** |
| **Reporting to** | **Associate Director of Projects** |
| **Responsible for** |  |
| **Liaison with** | **Staff, students and External Organisations as required** |
| **Contract type** | **Permanent** |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**THE DEPARTMENT (IT SERVICES)**

UEL (University of East London) IT Services is a centralized resource working collaboratively with the University community to transform UEL’s digital landscape in line with the University’s Vision 2028 strategic plan. Engaging in ground-breaking initiatives delivered within a dynamically developing cloud environment, IT Services work closely with staff, students, partners, and other key stakeholders to identify technological enhancements to our learning and working environments. We implement, develop, and provide support for systems and services within the university’s IT Service Portfolio.

**JOB PURPOSE**

The Business Analyst is a key member of the IT Services Project Management Office (PMO). The role holder will collaborate with business stakeholders in order to understand the structure, policies, processes and overall operations of the organisation.

The Business Analyst will be responsible for:

* Gathering, eliciting and documenting high level and detailed requirements.
* Translating and documenting business needs into Epics and User Stories.
* Producing and documenting Business Process Modelling (BPM) for ‘As Is’ and ‘To Be’ states.
* Ensuring understanding of requirements and scope across the Business, Project Team and Project Manager is aligned at all times.

**KEY DUTIES AND RESPONSIBILITIES**

* Identify key stakeholders in the University and build strong relationships (using face to face / virtual interviews, meetings and workshops) to acquire knowledge and understanding, gain support and co-operation.
* Assist the business in developing business cases, identifying options, providing all relevant background information and making it unambiguously clear what the final recommendation is, enabling various University governance boards to make an informed decision on project viability.
* Gather a comprehensive list of requirements mapped back to Business Case objectives by challenging statements and confirming that documentation is an accurate reflection of the stakeholder(s) wishes.
* Ensure acceptance criteria is agreed, documented, and clearly mapped to individual business requirements to support the overall quality plan for the project.
* Prioritise all requirements using a recognised prioritisation technique to reach a common understanding with stakeholders on the importance of each requirement to support an agile delivery environment.
* Change Management of requirements, including baselining, versioning and change request process adherence.
* Investigate and analyse solution options, producing documented Options Papers that clearly articulate outcomes, challenges, constraints, risks, dependencies, timelines, resource requirements, costs and recommendations.
* Analyse and document existing business processes (As Is), perform process and requirement gap analysis and document new end-to-end processes (To Be) in conjunction with relevant stakeholders as part of business process redesign activity.
* Assist with the implementation of new processes, features and tools as required in order to facilitate the transition of a project into a live operational state.
* Assist with the testing and training of new processes and requirements to ensure ‘To Be’ state is fit for purpose.
* Adherence to the IT Services PMO Governance framework to ensure all project outputs are produced in line with the documented standards for delivery and done so a timely manner.
* Engage in personal continuing professional development by maintaining a competent, skilled and up-to-date knowledge of best practice and keeping in touch with impending changes in the law, both within the High Education sector and the wider industry.

**KNOWLEDGE, SKILLS AND EXPERIENCE**

**Essential**

* Proven experience of detailed requirements engineering and prioritisation using suitable tools and an approach in line with business analysis best practice.
* Demonstrable experience of delivering detailed acceptance criterion, mapped to individual business requirements to ensure quality and delivery of a fit for purpose solution to meet the needs of the business.
* Demonstrable experience of business process modelling / mapping across current and future project states to ensure business process are captured and documented for successful transition from project to business-as-usual activities.
* Experience of planning, prioritising and organising both yourself and all resources within the project team to deliver multiple projects simultaneously and at different stages of the project lifecycle.
* Experience of using initiative and creativity to resolve problems, identifying practical and suitable solutions.
* Experienced in identifying, comparing, and selecting the appropriate best practice process, tools or delivery methods for use when evaluating suitable project outcomes.
* Experienced in preparing, running and documenting workshops online and in person.

**Desirable**

* Previous relevant experience of working in a UK HE Institution or similar environment.

**COMPETENCIES REQUIRED**

* Approachable, good listener, easy to talk to.
* Develops and maintains effective relationships, with their team, colleagues, and senior stakeholders by building trust and contributing towards improved relationships across the organisation.
* Excellent written and verbal presentation communication skills with the ability to articulate complex and technical ideas in clearly accessible and understood format.
* Appropriately tailoring communications to the audience (across diverse sets of users and decision makers).
* Strong analytical / statistical skills with experience of a variety of techniques to elicit key information from stakeholders.
* Ability to take opposing views and present the benefits and disbenefits of the argument to the wider audience.
* Ability to use both quantitative and qualitative user data to deliver appropriate project outcomes.
* Honest, encourages openness and transparency; demonstrates highest levels of integrity.
* Self-motivated and proactive problem solver.
* Values diversity and sees it as a source of competitive strength.

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Essential**

* ISEB / BCS Business Analysis qualification and / or extensive experience of business process analysis
* Advanced MS o365 skills (Teams, SharePoint, Visio, Outlook, Word, Excel etc)

**Desirable**

* Educated to degree level or equivalent.
* PRINCE2 / Agile Practitioner and have IT Project Management Experience
* Use of Confluence, JIRA, Asana or equivalent for managing requirement and tasks

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!