



University of
East London

Pioneering Futures since 1898



Your job title:

Business Analyst (Part time)



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We're delighted that you're considering joining us on our journey to deliver *Vision 2028*.

Think all employers are the same? Think Again.

At the University of East London, we're not just another employer. We're a careers-first, values-driven institution with a bold mission to tackle inequality and prepare for the future. Together, we're building a truly inclusive and future-ready university, one that empowers our students and communities to make a lasting impact.

With a proud 125-year heritage, we've always looked forward, not back. Through Vision 2028, our 10-year strategic plan, we're investing in cutting-edge learning spaces, digital innovation, and exceptional people like you.





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We are UEL

Our *institution*

The University of East London is a careers-first university. We prepare our students for the jobs of the future and have been doing this proudly for 125 years.

40,000 students represent over 160 different nationalities from across the globe.

1,800+ colleagues who help us realise Vision 2028, our strategic plan.

5 schools changing the face of education to match the ongoing fundamental shift in working cultures.

Our *difference*

1st in London for Student Experience (National Student Survey 2024).

3rd in London for Teaching Satisfaction (Guardian University Guide 2025).

1st in the UK for addressing inequalities and 2nd in the world (the Times Higher Education Global Impact Ranking, 2020).

92% of our research is recognised as world-leading, internationally excellent, or internationally recognised (REF 2021).

Our *transformation*

We're in the midst of an ambitious transformation under our Vision 2028 strategy, evolving from a traditional university into a careers-first, innovation-driven institution. As England's fastest-rising university for career success, we've embedded employability and enterprise at the heart of learning and now rank second in the UK for student entrepreneurship. Our research and enterprise activity now contributes more than £1 billion annually to the UK economy, with graduate-led business survival rates soaring by over 1000% in recent years.

We're redefining how students and staff experience university life by actively evolving, combining social inclusion, innovation, and real-world impact. The role you're applying for will play a key part in shaping the next chapter of that journey.



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Working at the University of East London

At the University of East London, we foster a professional, positive, and inclusive work environment built on shared values of Passion, Inclusion, and Courage. Our culture is collaborative and innovative, empowering staff to think differently, make an impact, and contribute to our ambitious Vision 2028 strategy. We are proud to be one of the most diverse universities in the UK, with a strong commitment to staff wellbeing, flexible working, and creating spaces that encourage creativity and growth.

We offer a comprehensive and competitive benefits package through our unique Total Reward Deal, which goes beyond salary to include progressive policies on annual leave, health and wellbeing, career development, and flexible working. Our goal is to ensure every colleague feels valued, supported, and equipped to succeed.

By joining UEL, you'll be part of a dynamic community that shares success, invests in people, and strives to make a real difference in the lives of our students and the communities we serve.

Our *Values*

Passion

We bring energy, pride, and purpose to everything we do. We care deeply about our work, the people we serve, and the impact we make – and we always strive to be better.

Inclusion

We create an environment where everyone belongs, feels respected, and can contribute fully. Our differences make us better, and fairness guides how we treat one another.

Courage

We act with integrity and confidence, even when it's difficult. We challenge ourselves to improve, embrace change, and do what's right to build a better future.



Job Description

Business Analyst (Part time)

School/Service:	External Relations Directorate
Grade:	G
Location:	Docklands
Reporting to:	Director of Change and Transformation
Line management for:	None
Key internal relationships	UEL Staff, Project & Programme Managers, Solutions Architects & Product Owners, Change Managers, IT & Data Teams, Portfolio & Benefits Team
Key external relationships	Project & Programme Sponsors
Contract type and hours	0.5 FTE, 12 Months Fixed Term.

BRIEF OVERVIEW OF EXTERNAL RELATIONS DIRECTORATE

We have built an external relations directorate that has brought together an integrated Communications & Engagement and Student Recruitment & Marketing service. The directorate is made up of a number of teams including Communications & Engagement, Marketing, Recruitment and Conversion, Outreach and Access, Design and Digital, Events and Advancement and the International Office. We are looking for team members who will be part of embedding an innovative practice to our external relations directorate and enjoy working in an agile environment as we work towards a culture of the 'continuous new'.

JOB PURPOSE

The post of Business Analyst will work as a key member of the Change and Transformation Team, supporting the delivery of the University's Student Journey Automation and Process Improvement programme.

The post-holder will work collaboratively with stakeholders across the University to understand business needs, analyse and map processes, gather requirements and identify opportunities for automation, digital transformation and process improvement. They will support projects from initial discovery and analysis through to solution design and implementation, ensuring that proposed changes are evidence-led, clearly defined and focused on delivering measurable benefits.

The role will be key to improving the end-to-end student journey, helping to streamline processes, reduce manual activity and enhance the experience for both students and colleagues through the effective use of technology and improved ways of working.

KEY DUTIES AND RESPONSIBILITIES

Business Analysis Delivery

- Undertake business analysis activities across a range of projects and initiatives, including requirements gathering, process mapping, and impact assessment.
- Support the development of business cases, requirements documentation, user stories, and process models.
- Work with stakeholders to understand business needs, identify pain points, and translate these into clear and actionable requirements.
- Analyse current ("as-is") processes and support the design of improved ("to-be") processes.
- Maintain traceability of requirements through the delivery lifecycle.
- Support solution design and validation activities in collaboration with project teams, product owners, and technical colleagues.
- Confident working with multiple delivery models when necessary eg Waterfall or AGILE

Stakeholder Engagement

- Build effective working relationships with business stakeholders, subject matter experts, and project teams.
- Lead workshops, meetings, and interviews to gather and validate requirements.
- Communicate analysis outputs clearly to both technical and non-technical audiences.
- Support Project and Programme Managers by ensuring business needs are accurately captured and represented.

Governance and Quality Assurance

- Produce high-quality analysis deliverables in line with agreed standards, templates, and methodologies.

- Support the maintenance of documentation, ensuring accuracy, consistency, and traceability.
- Contribute to quality reviews of analysis outputs where required.

Key deliverables

- Clear and structured business and functional requirements, user stories, and acceptance criteria.
- Process maps and supporting documentation.
- Contributions to business cases, impact assessments, and benefits tracking.
- Development and continual improvement of BA tools, templates, and knowledge-sharing repositories.
- Contribute to the effective delivery of projects and programmes across the organisation.
- Support consistency and quality of business analysis practices.
- Actively engage in developing business analysis capability and knowledge sharing within the

The duties and responsibilities outlined provide a general overview of the range of tasks that this role may be required to perform; however, it isn't exhaustive. You may occasionally be asked to take on other duties in line with your grade as we continue to grow and evolve.

We're proud of our diverse and inclusive community, and we ask all colleagues to uphold all UEL policies and regulations. Employees should actively demonstrate our values and contribute to UEL's positive, forward-looking culture.

PERSONAL SPECIFICATION

The University's Core [Values](#) are **Passion, Inclusion, and Courage**, and they are at the root of everything we do, and everyone in our community is expected to demonstrate them.

At the University of East London, our [values](#) of Passion, Inclusion, and Courage guide our actions, from strategic decisions to day-to-day interactions with students and each other. Our values are rooted in our history, heritage, and character, and they help to ensure the University is a rewarding, welcoming, and inspiring place to work.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

Category	Essential Criteria	Desirable Criteria
Education & Qualifications	• Educated to degree level or equivalent professional experience	• Relevant BA qualifications (e.g. BCS Diploma in BA, CBAP or IIBA certifications)

	• Project management or agile qualifications (e.g. PRINCE2, Scrum, or SAFe) are desirable
Experience & Knowledge	• Experience working as a Business Analyst or in a similar role supporting change initiatives • Familiarity with business analysis techniques such as process mapping, requirements documentation, and gap analysis • Experience supporting requirements gathering, stakeholder engagement, and workshop activities • Experience of delivering process improvement in large complex organisations • Demonstrated success in delivering high-quality analysis for strategic programmes and transformation projects. • Experience working in a Higher Education, public sector, or similarly complex institutional environment
Skills & Abilities	• Strong analytical thinking with the ability to interpret information and identify solutions • Ability to break down problems and support the development of practical recommendations • Clear and effective communication skills, with the ability to engage both technical and non-technical stakeholders • Ability to present information in a structured and accessible way • Ability to build positive working relationships with stakeholders at different levels

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- Confident in leading workshops, discussions, and requirements gathering activities
 - Ability to manage tasks effectively and meet deadlines across multiple priorities
 - Willingness to learn, develop, and adapt to new tools, methodologies, and areas of work
 - Demonstrates sound judgement in day-to-day work, seeking guidance when needed
 - Proactive and collaborative team player, contributing to shared outcomes

Other Competencies

- Flexible, professional, and collegial approach to work

FURTHER INFORMATION

UEL is an inclusive equal opportunities employer and is proud of our Equality, Diversity and Inclusivity achievements.

We expect all our employees to adhere to all UEL policies and procedures, including our Safeguarding Policies, demonstrating a commitment to safeguarding matters and understanding of the needs of our diverse and multicultural organisation.

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

DISCLOSURE AND BARRING SERVICE (DBS)

Some roles at UEL may require a Disclosure and Barring Service (DBS) check under the Rehabilitation of Offenders Act (Exceptions Order) 1975. Where this applies, candidates will be informed during the recruitment process.

Last Update: 22/10/2026



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Join us on our *journey*

