Job Title: Business Analyst

Unit/School: Strategic Planning and Projects

Grade: 7A/B

HERA:

Core purpose of role

This is a new role to support the development and implementation of a new student record system.

The role holder will work in the newly created Strategic Planning and Projects division and work closely with senior colleagues across the University, in particular the academic Schools, IT, Registry and Marketing, Comms and Student Recruitment. Working in the team you will take the lead initiative for business analysis with the ability to manage projects as directed by the Programme Manager.

The Business Analyst will investigate process and procedure, review business and user perspectives, analyse business problems and processes and evaluate options. They will communicate and validate requirements and recommend solutions. A key part of the role is to develop business cases identifying and delivering business benefits for programme.

The role holder will help develop and promote a culture of excellence to support the successful delivery of business improvements across a variety of programmes. They will be expected to manage their time and prioritise their tasks on a day-to-day basis, working closely with the programme teams and key stakeholders. They will make decisions which impact across the University and decisions which could have significant long-term impact.

Key responsibilities and contributions

- To investigate, gather and document business needs using business analysis techniques, in order to analyse impacts and risks and recommend feasible options and actions to improve their operation.

- To analyse business processes and information requirements and assess their efficiency and effectiveness in meeting overall University objectives.

- To capture 'as is' processes and undertake analysis to identify key issues, inefficiencies. Work with key stakeholders to create "to be" processes to address these problems in line with project and strategic drivers, highlighting the wider impact of proposed changes.

- To ensure that user requirements from business stakeholders are defined and documented and obtain relevant stakeholder sign-off.

- To assist project sponsors, programme/project manager in developing business cases for presentation to appropriate boards, ensure alignment with University strategic objectives are embedded in business change.

- To be responsible for designing and measuring the business benefits of allocated projects working alongside relevant stakeholders and benefit owners, agreeing approaches for required business changes and managing their delivery to support the realisation of benefits.

- To liaise with key users across the University to identify potential business improvements including opportunities for information system solutions and disseminate essential information appropriately between end users, IT, programme/project managers and suppliers.

- To take responsibility for the definition, documentation and execution of projects, actively overseeing all phases of the project. Identify, assess and manage risks to the success of the project.

- To manage stakeholder engagement at all levels, including effective communications, chairing of groups, facilitating workshops, management of expectations and appropriate engagement in business change.

- To work with the programme team to manage the procurement processes for a variety of projects, working in liaison with Procurement, suppliers, consultants and with other stakeholders.

- To participate in skills transfer through training to support and guide staff in the use of the business analysis and project management framework.

Person specification
Essential qualifications / Professional memberships

- Educated to Degree level or equivalent.
- Completed formal training in business analysis. (e.g BCS, ISEB, Lean, Higher Education modules).

Essential experience, knowledge and skills

1. Excellent knowledge of business analysis theory and practical execution including requirements definition and benefits identification.
2. Highly developed communication skills, including the ability to write reports and present complex information clearly and concisely in a manner appropriate to the audience.
3. Demonstrable ability to lead, develop, manage and motivate teams and individuals to the achievement of objectives.
4. Demonstrate ability to organise and manage busy workload to meet deadlines without compromising on quality.
5. Proven ability to work on own initiative, planning own work and that of others.
6. Experience of building productive internal and external relationships and networks.
7. Practical experience of user requirements gathering, business process analysis and modelling and options appraisal techniques.
8. Experience of business case development with associated benefits realisation.

9. Experience of involvement or management in the delivery of multiple, complex, cross-organisational change projects.

Desirable

1. Knowledge of business processes in UK higher education.
2. Business Analysis qualification e.g BCS/ISEB accreditation.
3. Completed formal training in project management or project management qualification e.g PRINCE2, Agile.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: Welsh language skills levels. If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements
This post does not require a DBS check.

Supporting information
The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.