

**JOB DESCRIPTION**

**G7 Business Analyst**

**Vacancy Ref:**

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| **Job Title:** Business Analyst | **Present Grade:** 7 |
| **Department:** ISS, CIS | |
| **Directly responsible to:** Lead Business Analyst | |
| **Supervisory responsibility for:** None | |
| **Other Contacts**  **Internal:** Product Owners; Project Boards; ISS staff; Staff in central University offices (e.g. admissions, student based services, disability office); Faculty and departmental administrative staff; Other Lancaster University staff involved with business process improvement; Departmental IT Representatives. | |
| **External:**  Other Universities; Software Suppliers; External consultants. | |
| **Role Purpose:**  To help the University implement technology solutions in a cost-effective way by determining business requirements and communicating them clearly to stakeholders, facilitators and partners. These business requirements are then prioritised and scheduled into technical tasks that can be delivered by the technical teams within ISS. The role will also work with users across the university to identify and suggest improvements that can be made to technologies and processes.  **Major Duties:**   1. Effectively determine project requirements by extracting them from relevant plans / policies / targets /procedures, as well as from current and potential future users, through interaction and research. 2. Conduct ‘Stakeholder Analysis’ to correctly identify the stakeholders who will be impacted by the introduction of a new or revised system. 3. Apply appropriate questioning techniques to gather information at the right level of detail and scope to represent all of the stakeholder’s needs, and the ability to ask questions that lead to an understanding of the business need. 4. Utilise facilitation skills for meeting management and requirements workshop planning and management. 5. To constructively challenge and to raise concerns regarding systems and/or processes that are in need of review with the appropriate management. 6. Map business processes to represent current and future desired outcomes. 7. Utilise facilitation skills for meeting management and workshop planning and management. 8. Identify risks, benefits and costs of introducing new or updating current business process(es). 9. Identify potential platform solutions, compare and contrast their relevant strengths and weaknesses. 10. To maintain high levels of professional conduct, including but not limited to: cooperative engagement in tasks set; the exercising of initiative to suggest, through line managers, improvements to the service provided; and clear and professional styles of communication at all times. 11. To be a champion for creative and new thinking and innovative working practices, sharing best practice and to keep abreast of industry and sector knowledge and insights 12. To attend and report to internal and external meetings as directed, representing the Division and the University. 13. To perform such other duties, appropriate to the grade, as may be directed by the Chief Information Officer or nominated representative | |