Senior Business Analyst
Vacancy Ref: A3727

Job Title: Business Analyst
Present Grade: 8

Department: ISS, CIS

Directly responsible to: CIS Section Head

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; Other team leaders within and outside ISS; Senior university colleagues in professional services and faculties / departments

External: Other Universities; Software Suppliers; External consultants; External user groups and best practice organisations

Role Purpose:
To co-ordinate, manage and motivate a team of Business Analysts to ensure that 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.

Major Duties:
1. Provide effective leadership and vision to a team of business analysts, managing their career development, assignment to appropriate projects and business areas and working to ensure the smooth and effective running of the business analyst activity using staff and allocated budget
2. Manage the needs of the business analysts including assist the team to 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.
3. Empower and support the team to conduct ‘Stakeholder Analysis’ to correctly identify the stakeholders who will be impacted by the introduction of a new or revised system.
4. Communicate and negotiate with internal and external stakeholders and governance bodies including prioritising requirements and the negotiation of schedule and deliverables
5. Determine 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.
6. Utilise facilitation skills for meeting management and requirements workshop planning and management.
7. To monitor feedback from stakeholders and partners and to highlight areas for action/improvement
8. Develop, define and refine and required systems and/or processes that are required to ensure effective business analysis.
9. Assist the team in the mapping of business processes to represent current and future desired outcomes.
10. Utilise facilitation skills for meeting management and workshop planning and management.
11. Identify risks, benefits and costs of introducing new or updating current business process(es).
12. Identify potential platform solutions, compare and contrast their relevant strengths and weaknesses.
13. 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
14. To attend and report to internal and external meetings as directed, representing the Division and the University.
15. To perform such other duties, appropriate to the grade, as may be directed by the Director of Information Systems Services or nominated representative