Business Analyst

in IT Services (Directorate of Infrastructure)

Contents:

UNIVERSITY of BRADFORD

Brief summary of the role

Role title:	Business Analyst
Grade:	8
Vacancy reference:	Insert vacancy reference
Faculty or Directorate:	Student, Academic & Information Services
Service or Department:	IT Services
Location:	J.B. Priestley Library / Remote Working
Reports to:	IT Project Manager Team Leader
Responsible for:	N/A
Work pattern:	Full-time, fixed-term 6 month contract 36.25 hours per week, Monday to Friday (core hours). Potential opportunity for a part-time, fixed term 12-month contract.
Specific notable requirements for the role:	N/A
Possible adjustments:	We are open to any request for adjustments to support your needs around working hours flexibility, training, and mentoring, which would enable you to succeed in this role

Main purpose of the role

The methodical investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes, the information used and the data on which the information is based. The definition of requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits. The collaborative creation and iteration of viable specifications and acceptance criteria in preparation for the deployment of information and communication systems.

Main duties and responsibilities

Note: The list below may vary to include other reasonable requests (as directed by University management) which do not change the general character of the job or the level of responsibility entailed.

1. Take full responsibility for business analysis within the IT department for the IT systems of the University.

2. Provide advice to aid decision making where changes made will have a measurable impact on the profitability or effectiveness of the University.

3. Establishes the contribution that technology can make to:

   - Business Objectives

   - Defining strategies

   - Validating and justifying business needs

   - Conducting feasibility studies

   - Producing high-level and detailed business models

4. Analysis to aid the preparation of business cases in conjunction with the IT Project Manager.

5. Overseeing development and implementation of solutions, taking into account the implications of change on the organisation and all stakeholders.

6. To contribute to the enhancement of the institutional methodology for business analysis.

7. To work with colleagues in the Institutional Project Management Team following and contributing to best practice for the institutional methodologies.

8. To review and make recommendations on procedures, processes and guidelines on business activities related to IT systems and write report papers for senior staff, as required.

9. Build up a detailed knowledge of application systems and their interactions and use by the business.

Role holder: essential and desirable attributes

Qualifications

Essential	• Degree level, or equivalent qualifications in a computer related discipline or appropriate equivalent experience. • A recognized professional project management qualification or equivalent experience.
Desirable	• Prince2 • ITIL V3 Foundation • Lean/Six Sigma Trained

Experience, skills, and knowledge

Essential	• Proven experience in developing business process models and business cases. • Significant experience in data and business process modelling • The ability to understand, assimilate and communicate complex data to non-technical specialists. • Experience of analysis to support operational and strategic planning.

	• Experience of developing standard and bespoke data reports • Excellent organisational skills and the ability to maintain high professional service standards and accuracy when dealing with competing deadlines. • Experience of working with a diverse customer base
Desirable	• Experience of working in a HE environment • A good understanding of the technologies and services offered in a higher education institution (virtual learning environments; content management; student and staff records; desktop applications and collaborative tools)

Personal attributes

Essential	• Ability to convey and interpret complex technical solutions enabling others to understand… • Demonstrable ability to develop and deliver effective working relationships with colleagues across IT Services and the wider University community, within either a traditional or matrix environment • Ability to promote a culture of high standards and quality and hold others to account for delivering high quality work. • Self-motivated, with the ability to work under pressure and take ownership of problems, organize, prioritize and monitor own work and that of others to meet deadlines whilst maintaining standards

Desirable	

Information about the University of Bradford

Values

We will be an organisation that embodies our values in everything we do. These values are:

- **Excellence** is at the heart of everything we do.

- **Trust** is the foundation of our relationships, underpinned by integrity in everything we do.

- We give invention light and celebrate creativity and **innovation**.

- **Inclusion** - diversity is a source of strength and must be understood, valued, supported, and leveraged.

Embedding these values across the University will shape our culture and drive our performance.

It is the responsibility of every employee to uphold the University values.

Equality, Diversity, and Inclusion (EDI)

The University of Bradford is widely recognised as an Equality, Diversity, and Inclusion (EDI) leading institution.

Our EDI vision is to bring about, and be recognised as an exemplar of transformational diversity, inclusion, and social mobility and emphasise the critical role of leadership in embedding intersectional EDI in order to make our diversity count and deliver impact.

It is the responsibility of every employee to act in ways that support equality, diversity, and inclusivity and to work within the spirit and detail of the law, including the Equality Act 2010 and the Human Rights Act 1998.

The University provides a range of services and employment opportunities for a diverse population. Employees will treat all students and colleagues with dignity and respect irrespective of their background.

Employees are responsible for ensuring the University develops a culture that promotes equality, values diversity, and supports inclusivity. This responsibility includes services and functions the University provides and commissions, to students, colleagues, partners in other organisations, visitors, and members of the public.

Training

Employees must complete any training that is identified as mandatory to their role. Training should be accessed locally by agreement with line managers and through the University's People and Organisational Development Service.

Mandatory training must be completed on commencement of the role, without delay.

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. It is also the responsibility of all employees, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

All employees have a duty to report any practice that you consider compromises standards of health and safety and risk. The Code of Practice on Public Interest Disclosure (Whistleblowing) details the process and advises on the protection from unfair treatment for an individual who raises such concerns.

Employees are required to co-operate with management to enable the University to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the University's undertakings.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students. As part of this you will need to ensure you are familiar with any relevant Health and Safety policies and procedures; seeking advice from the Central University Health and Safety team as appropriate.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University. This may be in paper, electronic, or other formats.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

This means that employees are required to uphold the confidentiality of all data, information and records and to ensure they are recorded to appropriate data standards and

to the relevant electronic system or manual filing system in order to maintain their accessibility and integrity.

To support these requirements all employees must adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security at all times.

Additionally, employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

All employees will be given the necessary training to enable them to adhere to these requirements.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, your role may be exempt from the provisions normally afforded to individuals under the Rehabilitation of Offenders Act 1974. In these circumstances, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in certain circumstances, the Police Act 1997.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the course of your employment, you must notify your line manager if you are charged with a criminal offence (excluding motoring fixed-penalty convictions). Failure to notify the University of a criminal conviction could lead to withdrawal of a job offer where employment has not commenced, or disciplinary action for employees in post. All employees of the University who have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and policies and the Safeguarding Vulnerable Groups Act 2006. Where appropriate, employees will be given the necessary training to enable them to adhere to these requirements.

University policies and procedures

The University operates a range of policies, procedures and formal guidance (available on the University intranet and ServiceNow). All employees must observe and adhere to the provisions outlined in these documents.