



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post holder.

Job title:	Business Analyst
Department/Division:	Business Improvement Unit (BIU)
Accountable to:	

Job Summary

The Business Improvement Unit delivers business change projects which focus on user outcomes and benefits and involve stakeholders throughout the project lifecycle. System solutions that underpin operational processes are enablers to improvements in service delivery. Projects generally span across the School, impacting large numbers of users and involve the design and implementation of change that deliver significant strategic and operational benefits.

The postholder will provide professional business analysis services within the scope of the project, a key role to ensure successful delivery of business change which provides benefits across the School.

Duties and Responsibilities

Problem Solving and Initiative

- Document 'as is' process models and develop 'to be' process models according to BIU standards
- Gather business requirements relating to the project
- Construct viable options to address business issues faced
- Produce user stories to drive functional and non-functional design and development where necessary
- Gather high-level requirements for pre-tender market engagement and detailed functional requirements for the tender document where necessary
- Facilitate proof of concept and product / service evaluation
- Adapt 'to be' processes to function within the constraints of configurable workflows in chosen SaaS solution
- Contribute to testing scenarios for the project
- Contribute to training requirements arising from the project
- Maintain awareness of emerging technologies and product development roadmaps and be able to apply knowledge of developments in the IT sector to the benefit of the School.
- Become familiar with project relevant school procedures and policies

Teamwork

- Provide business analysis support throughout the project lifecycle
- Work closely with project managers and project team members to contribute towards clarity and



scope of deliverables for project work streams

- Work closely with the SME's and Stakeholders, monitoring and assessing change programme status and requirements
- Work closely with product vendors and Integration Service providers to configure systems and load data
- Manage the relationship between BIU and project stakeholders
- Contribute to the development of the BIU as required

Planning and Organising

- Organise, facilitate and lead workshops with the team to gather requirements, analyse options and develop process models that define operational 'To Be' processes for the project.
- Manage own workload in order to meet set delivery deadlines
- Provide User Acceptance Testing (UAT) support for projects

Communication

- Communicate effectively with staff at all levels in the BIU, ARD Systems, Data and Technology Services and other divisions / departments to ensure high quality services are delivered
- Facilitate and lead workshops to achieve agreed deliverables
- Liaise with the Business Analysis Community of Practice and individuals, both within and outside the School, creating networks to share good practice and knowledge
- Contribute to the BIU methodology training in Business Analysis practices such as Process design, and deliver elements of the training as required
- Attend relevant conferences/seminars/webinars in latest IT developments and Business Analysis practices and effectively disseminate information gained

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)



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Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.