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
Accountable to: Business Change Team Leader

Job Summary

LSE has embarked on a new approach to delivering projects involving business change, whereby any system solutions that underpin the operational processes will enable improvements in service delivery. This involves the adoption of a business project change methodology that focuses on user outcomes and the need to involve stakeholders throughout the project lifecycle. Projects will generally span across the School impacting large numbers of users and involve the design and implementation of change that will deliver significant strategic and operational benefits.

The post holder will provide professional business analysis services to support business change projects within the Business Improvement Unit. The post holder working with Project Managers, Business Change Managers and operational business users will design and develop new unified "To Be" processes for business change projects. They will also work alongside system owners, IT experts and other change professionals to ensure that change requirements are adequately defined and system solutions are delivered to meet these requirements. They will act as a bridge between the systems and business teams for a business change project, working with system experts from across the School and with third party vendors.

The post holder will provide direction and guidance to clients and colleagues on change programme activities in order to deliver and assure up-to-date change plans and work schedules for a successful delivery.

The post holder will be expected to apply a consistent approach while working on a number of work streams for different projects.

Duties and Responsibilities

Teamwork
- Provide business analysis support throughout the project lifecycle for Business Improvement Unit (BIU) projects.
- Work closely with project managers and project team members to contribute towards clarity and scope of process deliverables for project work stream/s, ensuring adherence to scope of work.
- Work closely with the SME's and Stakeholders monitoring and assessing change programme status and requirements.
- Manage oneself and stakeholder team/resources as required to achieve change programme activities and meet deadlines.
- Manage the relationship between BIU and project stakeholders.
- Contribute to the development of the BIU as required.

Problem Solving and Initiative

- Document process design output that is both consistent with the business process level and the BIU standards, retaining integrity with interfacing processes and can be readily used to inform both system functionality and role based change requirements.
- Develop process models to capture 'runner' (processes performed daily) and 'repeater' (processes performed often), as well as identifying system functionality and job skills requirements.
- Construct viable options to address business issues faced.
- Use the 'to be' processes and 'gap analysis' to produce user stories and/or business system requirements as appropriate to drive functional and non-functional design and development.
- Analyse and document business requirements and work with business process experts and third party vendors to support the design and development of effective 'to be' business processes.
- Define business processes and technical solutions.
- Lead on third party vendor procurement, facilitating proof of concept and product/service evaluation.
- Maintain awareness of emerging technologies and product development roadmaps, and be able to apply knowledge of developments in the HE sector to the benefit of the School.
- Become familiar with project relevant school procedures and policies

Planning and Organising

- Organise, facilitate and lead workshops with the team to develop process models that define operational 'To Be' processes for Business Change Projects across the school. These process models will capture 'runner' (processes performed daily) and 'repeater' (processes performed often), as well as identifying system functionality and job skills requirements.
- Manage own workload in order to meet set delivery deadlines.
- Provide User Acceptance Testing (UAT) support for projects as required.

Communication

- Communicate effectively with staff at all levels in the BIU, Data and Technology Services and other departments to ensure high quality services are delivered.
- Promote the benefits of good change management to the organisation.
- Excellent interpersonal, influencing and facilitation skills, with an emphasis on designing and delivering process models that can be used to both clarify system requirements and act as the basis for the implementation of change.
- Confidently facilitate and lead workshops in order to achieve agreed deliverables.
- Produce business process maps and specifications of requirements to a high standard.
- Liaise with groups and individuals both within and outside the School, creating networks to share good practice and knowledge.
- Deliver training to staff or students where the particular skills and knowledge required makes this appropriate.
- Attend appropriate conference/seminar events 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

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.