



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Business Analyst

Department/Division: Extended Education
Accountable to: Head of Digital Learning Operations

Competency	Criteria	E/D
Qualifications	<ul style="list-style-type: none"> Educated to degree level or equivalent (preferably in an IT-related discipline), with a recognised BA qualification or significant experience as a Business Analyst 	E
	<ul style="list-style-type: none"> Formal certification or training in Agile, Scrum or other project management methodologies and/or other training in digital transformation, UX, etc 	D
Knowledge and Experience	<ul style="list-style-type: none"> Demonstrable experience in negotiating, influencing, presenting, and networking to gain cooperation and remove obstacles. 	E
	<ul style="list-style-type: none"> Experience in gathering, interpreting and analysing user requirements, and using these to produce well-structured and prioritised product criteria. 	E
	<ul style="list-style-type: none"> Experience authoring high-quality process documentation. 	E
	<ul style="list-style-type: none"> Experience contributing to projects using formal project management methodologies (e.g. Agile, Scrum, Waterfall). 	E
	<ul style="list-style-type: none"> Experience producing test plans and product documentation and supporting user acceptance testing. 	E
	<ul style="list-style-type: none"> Experience supporting organisational change initiatives and engaging stakeholders at all levels to encourage adoption of new systems and processes. 	E
	<ul style="list-style-type: none"> Experience facilitating workshops or co-design sessions with users to shape requirements. 	D
	<ul style="list-style-type: none"> Experience contributing to procurement processes, such as requirements documentation, supplier evaluation, or due diligence. 	D



	<ul style="list-style-type: none"> • Understanding of technical ecosystems within higher education, including CRMs, student records systems, VLEs, assessment platforms, and how these interact. 	D
<p>Skills and Abilities</p>	<ul style="list-style-type: none"> • Strong analytical and problem-solving skills, with the ability to investigate complex issues and present clear, evidence-based recommendations. • Ability to engage effectively with diverse stakeholders, including academic, operational and technical colleagues. • Strong interpersonal skills, with the ability to translate between technical and non-technical audiences. • Ability to plan, prioritise and manage own workload across multiple tasks and deadlines, within the framework of wider project plans. • Attention to detail in producing accurate documentation, requirements, and acceptance criteria. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.