



## 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 postholder.

**Job title:** Business Analyst, Global Programmes

**Department/Division:** Extended Education

**Accountable to:** Head of Digital Learning Operations

### Job Summary

The Business Analyst will be a key member of the Global programmes project team within Extended Education, joining us at a pivotal moment as we begin reimagining LSE's distance learning degree programmes from the ground up. This is a rare chance to help shape an innovative new model of online education that brings together cutting-edge technology, best practice, and LSE's world-class teaching to deliver an exceptional student experience.

LSE Extended Education is a highly successful and commercially focused division which delivers a range of programmes, including the Summer School and Transnational Education (TNE) via our Global Programmes to diverse global audiences, bringing combined revenues of £45m to the School. With over 9,500 students in nearly 40 countries studying LSE-designed degrees, we've built a proud history of opening up access to world-class education. We are now embarking on a major transformation programme that will reshape the future of LSE's distance learning and online degree provision. This is a chance to get involved at the ground level of something ambitious, innovative, and full of potential.

Working closely with the Head of Digital Learning Operations, you will help design the technological ecosystem that underpins the full student journey: from recruitment and admissions, through enrolment, records, learning and assessment, all the way to graduation. You will gather and document requirements, translate them into clear system specifications, and support the implementation of our chosen platforms—ensuring they are robust, fit for purpose, and built to scale.

This is a rare opportunity to contribute to building the systems backbone of a new academic enterprise with the potential to influence how LSE engages with learners worldwide. If you are excited by the prospect of shaping digital education at scale and thrive on complex problem-solving in a collaborative environment, this role offers the chance to make a real impact.

### Duties and Responsibilities

#### Stakeholder Engagement & Analysis

- Work with key stakeholders within the Global Programmes team and across the School, building strong relationships (through interviews, meetings and workshops) to acquire knowledge, understand requirements, and to gain support and cooperation.
- Contribute to the development of business cases by identifying options, providing analysis and insight, and ensuring the project Board has the information it needs to make informed decisions.



- Facilitate co-design sessions and usability reviews with end users to ensure solutions are user-friendly and aligned with student and staff needs.

#### **Requirements Gathering & Documentation**

- Gather and document a comprehensive list of requirements, process maps, and user stories for all parts of the ecosystem.
- Ensure acceptance criteria are agreed, documented, and clearly mapped to business requirements to support the overall quality plan for the project.
- Develop a prioritisation matrix to build a common understanding with stakeholders on the importance of each requirement.
- Maintain clear traceability of requirements throughout the project lifecycle, ensuring changes are controlled and communicated.

#### **Solution Analysis & Options Appraisal**

- Investigate and analyse solution options, producing summaries that clearly articulate outcomes, challenges, constraints, risks, dependencies, timelines, resource requirements, costs, and recommendations.

#### **Testing & Implementation Support**

- Develop test criteria and documentation to ensure new platforms meet requirements and are appropriately documented for future use.
- Support user acceptance testing by preparing test scripts, coordinating feedback, and contributing to issue resolution.

#### **Change, Benefits & Knowledge Transfer**

- Support change management and benefits realisation activities by ensuring requirements are clearly linked to expected outcomes and can be measured after implementation.
- Produce clear documentation and contribute to knowledge transfer to ensure that systems and processes are well understood by colleagues beyond the project team.

#### **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.