



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: Philanthropy and Global Engagement
Accountable to: Head of Systems and Data

Competency	Criteria	E/D
Knowledge and Experience	Experience in using business analyst techniques to provide effective user focused solutions.	E
	Experience in initiating and managing change in business processes and IT solutions.	E
	Experience in writing documentation including process maps, technical documentation and user guides for both technical and non-technical audiences.	E
	Experience of Project Management techniques across the project lifecycle.	E
	Experience with reporting and analytical tools (Oracle SQL Developer, Alteryx, Tableau) to interrogate and analyse data.	E
	Understanding of how systems and data support philanthropy and alumni & supporter engagement to meet the strategic aims and objectives of a University.	D
	Experience of Ellucian Advance, Anthology Encompass or similar fundraising software solutions.	D
Teamwork	Excellent interpersonal skills, including a collegial approach to teamwork.	E
Communication	Ability to convey in both written and oral form technical and complex information in a clear and effective manner to a non-technical audience.	E
	Ability to articulate recommendations for change in activity	E



	based on analysis and insight, even where well established practices would be affected.	
Service Delivery	Experience in providing a high-quality customer-focused service, to escalate and follow-up unresolved problems as required.	E
	Ability to communicate project progress and escalate issues appropriately.	E
Planning and Organisation	Excellent organisational skills, including the ability to plan and prioritise a varied workload to meet deadlines in an efficient and effective manner and be self-motivated.	E
	Ability to manage own workload, and communicate potential conflicts to line managers.	E
Initiative and problem solving	Ability to make constructive recommendations and devise creative solutions.	E
	Strategic planner and thinker able to plan, manage and execute sustainable solutions.	E
Liaising and Networking	Ability to develop a good working relationship with colleagues and key stakeholders on a formal and informal level.	E

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

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