



1 Advertisement

Post Title: Business Analyst

School/department: IT Services

Hours: full time or part time hours considered up to a maximum of 1 FTE
Requests for flexible working options will be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: Permanent

Reference: 20556

Salary: starting at £36,333 to £43,155 per annum, pro rata if part time

Placed on: 22 May 2023

Closing date: 5 June 2023 Applications must be received by midnight of the closing date. **We reserved the right to close this vacancy early should suitable applications be received.**

Expected Interview date: To be confirmed

Expected start date: As soon as possible

Led by an award-winning Chief Digital Transformation Officer and inspirational leadership team, we are now embarking on an ambitious programme of transformational change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. Whilst we are already a highly successful organisation and business, the University will be a very different world in years to come and aspires to achieve levels of performance and digital delivery as yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

We are moving to agile ways of working and need to take the organisation on the same journey; to be sector leading and to deliver a model of digital delivery fit for the coming years. As this programme gains momentum, we need to unpick our challenges and legacy systems and move towards meeting our potential.

As the Business Analyst, you will be a key member of the Digital Engagement team, working on a range of initiatives and projects across the University. You will undertake and manage the pre-project stage work which includes the preparation of business cases, requirements specifications, user stories and estimates.

To be successful in this role, you will be able to demonstrate excellent oral and written communications skills, having the capability to convey complex, technical information to all levels of staff. You will have experience in applying business analysis disciplines as well as the ability to manage time critical schedules combined with an excellent attention to detail. Ideally, you will also have an understanding of the higher education sector and knowledge of

IT systems and processes that support the student lifecycle and beyond.

Not only do we offer flexible and remote working, a vibrant atmosphere, use of our incredible facilities, benefits, and an amazing pension; but we are offering the opportunity to be part of a transformation that will see us set the benchmark for a model of digital delivery in the HE sector.

Please contact Michelle Richardson on michelle.richardson@sussex.ac.uk for informal enquiries.

Please apply by providing a cover letter and CV to the following email address jobapps@sussex.ac.uk

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2. The School / Division

IT Services delivers a wide range of digital services to users across our Campus and beyond. Our Chief Digital Transformation Officer, Jason Oliver, is now tasked with shaping the strategic initiatives and strategies that will secure a successful and sustainable future for the institution, where digital technology and mobile platforms will increasingly transcend physical and geographical boundaries providing opportunities for the transformation of our students' and staff lives. Prior to joining Sussex he undertook similar advancements at the Science Museum Group and the Royal Opera House, where he built sector-leading teams and delivered a large-scale transformation agendas resulting in step-changes in organisational culture.

IT Services is organised into four main teams, delivering services through an evolving agile service management and delivery model:

The Digital Engagement team are primary change agents working to transform our business processes and systems, to nurture the relationships between IT Services and its stakeholders, and helping us to understand and develop the ambitions for our use of digital technologies in education, research, student services and university administration.

The Strategy and Architecture team ensure our strategies, technologies, security and standards support our digital aspirations whilst planning the replacement, upgrades and improvements to our technologies and systems, ensuring that they are aligned and prioritised around the University's strategic plans and objectives.

The Infrastructure team work to define, modernise and automate our underlying platforms and network ensuring that they are optimised to meet the needs of the diverse communities across the University, to continue our journey to the cloud and to advance our approaches to ubiquitous connectivity across our campus.

The Operations team work across the research, teaching, professional services and student

groups to manage our product areas, develop and integrate our platforms and applications, and support our communities to ensure outstanding service provision across the operational activity of IT Services

3. Job Description

Job Description for the post of: Business Analyst

Department: Digital Engagement

Section/Unit/School: IT Services

Location: Falmer Campus

Grade: 7

Responsible to: Senior Business Analyst

Responsible for: n/a

Purpose of the post:

To analyse, optimise and document the AS-IS and TO-BE business processes, for new and changed business information systems. To undertake and manage the pre-project stage work which includes the preparation of business cases, requirements specifications, user stories and estimates. To be responsible for delivery of a documented solution that fully meets business requirements.

Key Responsibilities:

1.	To work with stakeholders to prepare business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks. To facilitate scoping and business priority setting for change initiatives of small to medium size and complexity.
2.	To work with the business using a variety of elicitation techniques to define, validate and document requirements for new and amended IT systems ensuring traceability back to source and assuring adherence to business objectives and consistency, challenging positively as appropriate.
3.	Assist the business stakeholders to identify new and improved approaches to performing business activities through the adoption of new business processes facilitated by systems automation.
4.	To obtain formal agreement by the stakeholders regarding the scope of the requirements and to establish a baseline to which delivery of a solution can commence and to manage any requests for changes to that baseline.
5.	Use analytical and communication skills to bring order to complex situations,

	whilst maintaining a focus on business objectives. Recognise barriers to success and tackle them effectively.
6.	Provide expertise and assist the business in the identification of acceptance criteria for new initiatives. Document and understand the realisation of potential business benefits.
7.	To liaise with the architecture and Applications teams in their production of a technical solution and designs,
8.	To provide the link between the business stakeholders, applications team and any third party regarding software functionality, throughout the project lifecycle.
9.	Document and disseminate both technical and business information and facilitate business change processes and the planning and implementation of change.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

4. Person Specification

KNOWLEDGE and SKILL	Essential	Desirable
Demonstrable expert skill of the techniques for business analysis	<input checked="" type="radio"/>	<input type="radio"/>
Demonstrable understanding of database technologies and methods	<input checked="" type="radio"/>	<input type="radio"/>
An empathy with the needs of users, a desire to meet their business requirements and the ability to communicate clearly with users.	<input checked="" type="radio"/>	<input type="radio"/>
A proactive approach to problem solving	<input checked="" type="radio"/>	<input type="radio"/>
Ability to work under own initiative	<input checked="" type="radio"/>	<input type="radio"/>
Ability to cope with multiple assignments and projects simultaneously in a high pressured environment	<input checked="" type="radio"/>	<input type="radio"/>
Excellent inter-personal and communication skills	<input checked="" type="radio"/>	<input type="radio"/>
Ability to appreciate the potential benefits and improvements afforded to business processes by the application of technical solution	<input checked="" type="radio"/>	<input type="radio"/>
Good knowledge of University business procedures and terminology	<input type="radio"/>	<input checked="" type="radio"/>
An understanding of the Data Protection Act and other legislation	<input type="radio"/>	<input checked="" type="radio"/>

EDUCATION and EXPERIENCE	Essential	Desirable
Experience of working in a complex business environment in a similar role	<input checked="" type="radio"/>	<input type="radio"/>
Experience of working as a member of a team and willingness to provide assistance wherever it is needed	<input checked="" type="radio"/>	<input type="radio"/>
Experience of working in a customer facing role	<input checked="" type="radio"/>	<input type="radio"/>

Experience of working with databases, and of extracting and using data from them	<input checked="" type="radio"/>	<input type="radio"/>
Educated to degree level	<input type="radio"/>	<input checked="" type="radio"/>

PERSONAL ATTRIBUTES and CIRCUMSTANCES	Essential	Desirable
Ability to develop and maintain effective working relationships within and outside the team	<input checked="" type="radio"/>	<input type="radio"/>
Sensitivity, tact and diplomacy with the ability to remain calm in difficult situations and when under pressure	<input checked="" type="radio"/>	<input type="radio"/>
Ability to acquire new skills and eagerness to learn	<input checked="" type="radio"/>	<input type="radio"/>