



## 1 Advertisement

**Post Title:** Service Improvement Analyst

**School/department:** IT Services

**Hours:** full time hours considered up to a maximum of 1 FTE / 36.5 hours

Requests for flexible working options will be considered (subject to business need).

**Contract:** Permanent

**Reference:** 8610

**Salary:** starting at £31,411 to £35,333 per annum, pro rata if part time.

**Placed on:** 30 November 2022

**Closing date:** 04 January 2023. Applications must be received by midnight of this date.

**Expected interview date:** to be confirmed

**Expected start date:** as soon as possible

The University of Sussex is a leading academic institution nestled in the beautiful South Downs, on the outskirts of Brighton. With staff and students from over 100 countries, we are a diverse and innovative environment, and one of the highest performing universities in the world. We are also a major local employer, with a revenue of over £320m per year and over 3,000 employees.

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. Put simply, whilst we are already a highly successful organisation and business, the University will be a very different world in years to come and 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 an agile world 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 more people to join us as we unpick our challenges and legacy systems and move towards meeting our potential.

You will be required to develop systems for the collection and organisation of data and to produce reports based on this data to assist departmental decision making.

Working with a range of teams you will be viewing and mapping the process and looking to identify improvements and waste by analysing data and looking at, and for, measurable evidence. You'll then be responsible for analysing and measuring the Service Improvements that have been identified; supporting the prioritisation and planning of improvements.

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 Wade Cason at [W.J.Cason@sussex.ac.uk](mailto:W.J.Cason@sussex.ac.uk) for informal enquiries.

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.*

## 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 changes 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: Service Improvement Analyst

**Department:** IT Services

**Section/Unit/School:** Operations

**Location:** Shawcross, University of Brighton  
**Grade:** 6  
**Responsible to:** Service Transition Manager  
**Responsible for:** N/A

To develop systems for the collection and organisation of data and to produce reports based on this data to assist departmental decision making.

Working with a range of teams you will be viewing and mapping the process and looking to identify improvements and waste by analysing data and looking at, and for, measurable evidence. You'll then be responsible for analysing and measuring the Service Improvements that have been identified; supporting the prioritisation and planning of improvements.

### **Principal Accountabilities**

1	Carry out analysis, reporting and other business support activities that contribute to the achievement of departmental priorities and goals.
2	Contribute to the development of a strong data and evidence led approach to decision making by providing robust and insightful data on agreed performance indicators.
3	Help to standardise the use of metrics and analytics across the department and to provide advice to colleagues, with the aim of establishing best practice around the use and interpretation of analytics to drive activity.
4	Develop reports to ensure adequate governance of the IT function alongside the delivery of KPI reports used to communicate IT performance.
5	Evaluate IT processes on a regular basis, identifying areas where the targeted process metrics are not reached.

## Key Responsibilities

<b>Core Professional Services Responsibilities</b>	
1	<p>1.1 Develop and maintain information systems as required to evaluate, plan, track, monitor and report on departmental activities.</p> <p>1.2 Contribute to the development of management information reporting which provides data on the achievement of identified key performance indicators and drive decisions.</p> <p>1.3 Identify and source additional information as needed to support decision making processes.</p> <p>1.4 Compile and present appropriate standard and adhoc reports for key stakeholders, including narratives to clarify meaning and aid decision making which take into account the needs of the stakeholder group and presents material in the most appropriate way.</p> <p>1.5 To stay up-to-date with current developments in data analysis and be aware of best practice in tools, techniques and trends.</p> <p>1.6 Support colleagues in accessing and interpreting information provided.</p> <p>1.7 Assist with the development of colleagues, providing coaching and development opportunities.</p> <p>1.8 Work collaboratively with team colleagues to understand what their data requirements are and to be able to develop these in the most accessible and user friendly way.</p> <p>1.9 Work collaboratively across other similar roles within the organisation and externally to learn from best practice and to develop consistent approaches.</p> <p>1.10 To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.</p>
<b>Role Specific Responsibilities</b>	
2	Identify reporting improvements for IT Services and Operational performance of teams.
3	Contribute to service reviews across all areas of the University.
4	Identify specific initiatives aimed at improving IT services and processes, based on the results of service reviews and process evaluations.
5	Based on data analysis, propose IT Service Improvement Plans to manage improvement initiatives.
6	Define and document existing business processes and, supported by data, identify opportunities for their continual improvement.
7	Work with stakeholders across the University to identify interdependencies between departments and/or processes.
8	Agree and establish review and assessment activities with suppliers to track and report on the effectiveness of the customer-supplier relationship.
9	Identify opportunities to make use of new developments and functionality provided by suppliers. This includes new channels of interaction, new tools, services and enhancements to existing services or platforms.

10	Contribute to stakeholder communication activities and initiatives via all available channels.
11	Maintain a broad knowledge of and technical understanding of ITS services.
12	Participate in sprint planning to understand the team's objectives for upcoming sprints.
13	Work on assigned tasks in accordance with sprint plans to deliver specified outputs and outcomes.
14	Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives

### Indicative Performance Criteria

1	Does not have any line management responsibility.
2	Does not have any budgetary responsibility.
3	Does not have any responsibilities for equipment or premises.
4	The post holder reports to the Service Transition Manager, working under comprehensive direction within a clear framework the post holder will manage their own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their Division. The post holder may be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
5	Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.
6	Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently.

## Person Specification

	Essential	Desirable
Good secondary education.	X	
Educated to degree level or equivalent professional experience.		X
Good management skills		X
Effective oral and written communication skills with the ability to present complex ideas and information in a way that can be understood by the audience.	X	
Planning and organisational skills.	X	
Good interpersonal skills with the ability to quickly build rapport with colleagues.	X	
Analytical skills with the ability to generate effective solutions and make effective decisions.	X	
Commitment to customer service excellence.		X
A flexible approach to working hours. Able to work flexibly to meet the needs of the University.	X	
Experience of the HE sector		X
Experience working in a service-oriented environment.		X
A current ITIL qualification		X
Knowledge and experience of the ITIL framework and processes.		X
Significant experience of IT continual service improvement.	X	
Knowledge of techniques associated with Business Process Improvement.		X
Able to define performance measures and interpret complex performance data.	X	
Practical working knowledge of a wide variety of systems, applications software and end user hardware (desktop, mobile, AV) used in delivery of teaching and learning, conferencing, workplace collaboration and business processing.	X	

	Essential	Desirable
Experience of a wide range of productivity and collaboration software (e.g. Microsoft Office, G-Suite, Box, etc)		X