

# Business Analyst

Section	IS Business Systems ( <a href="http://www.strath.ac.uk/professionalservices/is/">www.strath.ac.uk/professionalservices/is/</a> )		
Directorate	Information Services ( <a href="http://www.strath.ac.uk/is/">www.strath.ac.uk/is/</a> )		
Staff Category	Administrative and Professional	Reference No	504188
Reports To	Collaboration Services Manager	Grade:	7
Salary Range:	£34,308 - £42,155	Contract Type:	Fixed Term (18 months)
FTE	1 (35 hours/week)	Closing Date	05/02/2023
Holidays	31 days + 11 statutory days	On Site Facilities	Car parking, sports centre, creche
Pensions	Contributory defined benefit pension scheme made available to all staff which includes a generous employer contribution.		
Training	Professional Development with <a href="#">Organisational and Staff Development Unit</a> (OSDU) and, when required, external training.		
Family Friendly Benefits	Generous maternity, shared parental, paternity and adoption leave, on-campus nursery, holiday purchase scheme.		
Health and Wellbeing	University Sport centre, access to health and wellbeing events, occupational health, cycle to work scheme.		

## Job Advert

### **\*\*DIRECT APPLICATIONS – NO AGENCIES PLEASE\*\***

The University of Strathclyde is a leading international technological university, with a worldwide student population, and it is committed to providing a first-class experience to its students. Our students expect to be able to use their own devices, and to have a consistent user experience and seamless user journey. It is now accepted that most students will have a smart phone when they join the University, making the continued provision of a comprehensive and accessible app development service essential to ensuring students can make the most of their time at Strathclyde.

An exciting opportunity has arisen for an experienced **Business Analyst** to work on the [Strathclyde Mobile App Enhancement and Upgrade Project](#), within the Collaboration Services (CS) team.

We are seeking an experienced candidate with a proven track record and skill sets in the following areas:

- Business Analysis including requirements specification and stakeholder driven prioritisation
- Process development and improvement (As Is/To Be etc.)
- IT systems requirements gathering and translation for developers
- Project Management (Agile/ Prince 2)
- Excellent presentation and communications skills
- Service management, customer collaboration/engagement
- IT applications training
- An understanding of the complexities of app developments for multi-device over multi-platform is highly advantageous

The successful candidate will work with an award-winning team to strengthen the University's Mobile Development Service by upgrading the full stack and enhancing integrations with existing systems and tools. You will join a dynamic, project-orientated collaborations team, and be involved in the full lifecycle of service and project provision using agile methodologies; from

requirements definition through to design, informing development (working with talented development staff), and training, testing and a live service support. Whilst this post is not a technical role, understanding of IT projects, IT service delivery, IT applications configuration and support is essential. Applications from candidates with formal IT qualifications or equivalent work experience are encouraged.

This post is critical for the success of the project and working with key stakeholders across Professional Services and the Faculties, you will be leading requirements gathering workshops and delivering engagement activities for a wide range of project work packages. You will also work directly with our students to 'co-create' service ideas for Strath App 4.0, including supervising and mentoring our summer student placements.

If you enjoy evaluating and analysing data, creating solutions, communicating with a variety of people and have a firm grasp of information technology, this business analyst role could be just what you are looking for.

### **The Project:**

The successful candidate will join a team of 4 dedicated staff to implement the new app designs and upgrade as part of an 18 month project and work alongside the Project Manager, Front and Back end developers based within Information Service's Collaboration Services Team.

Throughout the project, there will be extensive consultation with stakeholders (students and staff) from across the University, including the Students Union, to ensure that business processes are understood, standardised and streamlined and this role will be essential for translating the student voice into iterative requirements and agile developments, in the pursuit of excellence for the student experience.

### **The Collaboration Services Team**

This team within Business Systems has a broad remit to address gaps in the current provision for collaborative partnership working for new areas of business and promotion of services already provided by ISD technical services, ranging from the award-winning Strathclyde mobile app, to StrathReps, Timetabling, Strathclyde Sport and the student accommodation system.

### **Benefits**

In return, you will receive 'on-the-job' training, a generous holiday package and be eligible to subscribe to a variety of schemes associated with being an employee of the University including generous employer contributions to your defined benefit pension; a world-class Sport Centre; family friendly policies; and various additional incentives including flexible and agile working practices.

The post is offered on a full time basis (35 hours a week). Hours may be worked on a flexible basis, usually with a combination of home and campus working, in line with the University's Agile Working Policy. All successful candidates must be willing to be located in the UK.

## **Job Description**

### **Brief Outline of Job:**

The primary function of this role is to support the Project Manager and project developers to deliver Strath App 4.0, in line with our student -driven development priorities.

With experience in business analysis for medium to large- scale projects/services, the focus will be on achieving the roll out of Strath App 4.0 for the University.

Duties will include requirements gathering, stakeholder workshop planning and delivery, training on new features and writing user stories and specifications.

You will work alongside talented analysts and developers across Business Systems, as part of a cross-disciplinary team. You will use your excellent interpersonal and communication skills to build positive working relationships with a wide range of stakeholders and, alongside the Project Manager and wider team, elicit an in-depth understanding of their requirements. Experience of Agile development and Minimum Viable Product (MVP) iterative requirements would be a distinct advantage.

You will be located within the Collaboration Services Team in the Information Services Directorate. The post will be part of the Administrative and Professional staff category, at a Grade PR07, reporting to the Project Manager/CS Manager.

### **Main Activities/Responsibilities:**

1.	As part of the project team, work efficiently and effectively towards tight deadlines sometimes contributing to multiple work packages and balancing a variety of stakeholders across the institution. You will prioritise and balance your workload by the assessment of the business-critical nature of work taking into consideration expected deadlines.
2.	Acquire detailed knowledge and understanding of business processes, applications and services that provide data and capabilities for the Mobile Development Service.

3.	Produce written documentation to support your analysis and report your findings in a concise and engaging way, presenting to stakeholders when necessary. Map out business processes for both 'AS IS and TO BE' using appropriate toolsets.
4.	Communicate the benefits of new technical solutions across departments and establish buy-in, often with senior management, while addressing any concerns or uncertainty.
5.	With the project manager, apply business and project management models and methodologies to analyse requirements and create suggestions for operational and strategic improvements. This will include extensive engagement activities to elicit requirements, including delivering workshops and events.
6.	Play a key role in collaboration with colleagues across the University to understand the needs of departments and the organisation and work with external stakeholders to investigate and translate requirements for new services for StrathApp 4.0.
8.	Liaise with external suppliers with regard to procurement, implementation, upgrade or issues relating to external IT package solutions that provide data for the Mobile App Service.
9.	Lead work packages to elicit and document requirements for reclassification of services based on user behaviour, data analytics and preference, ensuring alignment with data protection and privacy policies.
10.	Work with the Project Manager to develop relevant project documentation for the smooth running of the project, including Project Board, Agile Planning Groups and Scrum/Team meetings. Ensuring compliance with project management standards and change control via our Fresh Service helpdesk system.
11.	Collaborate with the team to undertake an accessibility review of changes required to comply with WCAG 2.1 AA" accessibility standards and Public Sector Bodies (Websites and Mobile Apps) (No. 2) Accessibility Regulations 2018.
12.	Supervise and mentor junior members of the team, including our student placements.
13.	Lead the team with development and delivery of training/mentoring/guidance materials for staff and student users.
14.	Undertake duties in line with departmental safety, health and wellbeing arrangements and to attend appropriate safety, health and wellbeing training associated with your respective area of work activity.
15.	All other duties as directed by the Senior Suppliers and Project Manager/Collaboration Services Manager

## Person Specification

### Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

E1 Educated to Degree level (preferably IT/numerate discipline) or extensive relevant work experience

### Knowledge & Experience

E2 Excellent knowledge and track record in an IT or Business analysis role

E3 Extensive knowledge and track record of requirements gathering techniques for the implementation of IT solutions and services.

E4 Experience of producing high quality project and process documentation e.g. As Is, To Be, project plans, product backlogs and service support documentation for project reporting and training materials. Experience of requirements gathering and specification development with tools like Microsoft Visio desirable.

E5 Experience in organising and leading meetings and workshops, promotion, composing communications to customers and producing wireframes or mock ups of new system ideas

E6 Experience of working with diverse customer/stakeholder groups for the elicitation of requirements

E7 Experience of working in a project team environment, mentoring junior members, working to deadlines and a track record in playing a key role in the successful implementation of solutions

E8 Experience with collaborative technologies e.g. Microsoft Teams, SharePoint, Office 365

D1 Knowledge of formal business analysis and project management methods (Agile, Prince2) is desirable. Iterative systems release approaches and requirements gathering (MoSCoV, 7 Wastes, Fishbone, Kano, MVP, Sprints and Scrum) would be a distinct advantage.

D2 Experience of working with Mobile Apps developed on open source platforms to meet diverse user requirements.

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D3 Knowledge of Timetabling or calendar-based services from a user journey perspective

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### **Job Related Skills and Achievements**

E9 Logical and methodical approach to problem solving with the ability to provide innovative solutions to system and data integration challenges

E10 Organised with the ability to work autonomously while ensuring issues and progress are reported regularly

E11 Ability to work as a member of a project team, working collaboratively to achieve successful outcomes

D4 Proven skill set in business process documentation tools sets such as Visio, UML Use Cases and descriptions, SIPOC, 7 Wastes, Pareto and Kano.

### **Personal Attributes**

E12 Excellent interpersonal and communication skills with a particular aptitude for building relationships with stakeholders, both technical and non-technical. Engaging staff and developing enthusiasm to spark future collaboration opportunities is essential.

E13 Ability to self-manage while asking for help and support as required

### **Other Relevant Factors**

D5 Previous experience working in the Higher Education Sector or similar educational/public sector environment.

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## **Application Procedure**

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Applicants are required to complete an application form including the name of three referees who will be contacted without further permission, unless you indicate that you would prefer otherwise. Applicants should also submit a Curriculum Vitae and a covering letter detailing the knowledge, skills and experience you think make you the right candidate for the job. Applicants should also complete the Equal Opportunities Monitoring Form.

## **Other Information**

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Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Donna Brawley, Collaboration Services Manager ([donna.brawley@strath.ac.uk](mailto:donna.brawley@strath.ac.uk)).

### **Conditions of Employment**

Conditions of employment relating to the Administrative and Professional staff category can be found at: [Conditions of Employment](#).

### **Rewards and Benefits**

Our staff have access to a wide range of outstanding benefits that include financial rewards, family friendly and wellbeing benefits and career development opportunities, details of which can be found [here](#).

### **Agile & Flexible Working**

The role will be located at our city centre campus in Glasgow. Hours are likely to be worked on a flexible basis, usually with a combination of home and campus working, in line with the University's Agile Working Policy. We would be happy to discuss this further during the interview process. All successful candidates must be willing to be located in the UK.

### **Probation**

Where applicable, the successful applicant will be required to serve a 9 month probationary period.

### **Pension**

The successful applicant will be eligible to join University Superannuation defined benefit pension scheme with generous employer contributions. Further information regarding this scheme is available from [Payroll and Pensions](#).

### **Relocation**

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them. Further details are outlined in the Relocation Policy.

## Interviews

Formal interviews for this post will be held on week commencing 20/02/2023. Shortlisted candidates will be required to deliver a presentation, details of which will be confirmed when invited for interview.

## Equality and Diversity

The University of Strathclyde is a socially progressive institution that strives to ensure equality of opportunity and celebrates the diversity of its student and staff community. Strathclyde is people-oriented and collaborative, offering a supportive and flexible working culture with a deep commitment to our equality, diversity and inclusion charters, initiatives, groups and networks.

We strongly encourage applications from Black, Asian and minority ethnicity, women, LGBT+, and disabled candidates and candidates from lower socio-economic groups and care-experienced backgrounds.

## University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. [Our Values](#) have been derived from how we act and how we expect to be treated as part of Strathclyde.

