

Candidate Information

Position:	Business Analyst
School/Department:	Student Services and Systems
Reference:	22/109760
Closing Date:	Monday 25 April 2022
Salary:	£34,304 - £40,927 per annum.
Anticipated Interview Date:	Monday 16 May 2022
Duration:	Fixed term contract for 12 months

JOB PURPOSE:

The post holder will work across Qsis Development projects supporting Functional Development Leads to deliver project objectives within time and quality constraints. Working as part of a team the postholder will work with stakeholders from business units and Schools to assess as-is business and data collection processes, and to design, develop and test to-be processes and ensure these are documented to the required standard.

The successful applicant will be responsible for organising, coordinating and facilitating requirements and process workshops with a variety of stakeholder groups, documenting workshop outputs to the level of quality required by the organisation. The postholder will report directly to Functional Development Leads on the progress of assigned work packages and in the management of risks and issues relating to process changes and business requirements.

The postholder will work as a member of the Qsis Development Team and will be required to contribute to other areas as necessary.

MAJOR DUTIES:

1. Engage with end user stakeholder groups to assess as-is business and data collection process and identify areas for improvement in order to meet project objectives.
2. Identify, assess and prioritise user business requirements through workshops with key stakeholders including third party suppliers.
3. Document user business requirements to the required standard, co-ordinating sign-off.
4. Work with user stakeholder groups to facilitate the development of new or enhanced business processes, ensuring these are documented to the required standard.
5. Ensure end user stakeholders are engaged in project requirements/process activities to the appropriate level escalating concerns or issues with stakeholder engagement to the Functional Development Lead where necessary.
6. Document test case scenarios in consultation with stakeholder groups.
7. Coordinate testing of solutions with end-users, recording results and tracking issues.
8. Identify and resolve conflicting interests and requirements, and other issues that may arise, escalating to the Functional Development Lead where necessary.
9. Provide input to design specifications and other project documentation as required.
10. Input to strategies to ensure the adoption of new business processes and practices, including communication, training and user engagement.
11. Provide input to the Functional Development Lead on project related activities such as planning and risk analysis.
12. Provide regular reports to the Functional Development Lead on the progress of assigned tasks.
13. Providing guidance to business units and stakeholders in relation to project and process related activities.
14. Attend internal and external meetings and workshops as required.

ESSENTIAL CRITERIA:

1. A degree and at least 3 years recent relevant work experience, including:
 - i) experience of using Qsis to support business processes.
 - ii) experience of using Qsis to process data.
 - iii) experience of working with Queen's business units and Schools, including organising and leading workshops/meetings.
2. OR at least 5 years recent relevant work experience, including as detailed above.
3. Experience of student administrative services within Qsis.
4. Experience working in a role including:
 - i. data and process analysis to identify quality issues and areas for improvements.
 - ii. facilitating requirements gathering workshops stakeholder activities.
 - iii. requirements analysis, management and stakeholder communication.
 - iv. re-engineering of business processes to deliver tangible business benefits.
 - v. production of documentation for a range of stakeholders e.g. Use Cases, Business Processes, Requirements Matrices etc.
 - vi. experience of working in a project environment.
5. Stakeholder engagement and management skills.
6. Ability to assign tasks to others and monitor progress ensuring work is completed to the required timescales and standards.
7. Ability to demonstrate ownership and accountability of tasks.
8. Ability to effectively engage with third parties and seek the views of others where appropriate.
9. Responsive to change and adaptable to new challenges.
10. Excellent oral and written communication skills.
11. Ability to work to a high level of accuracy and maintain accuracy standards.
12. Good organisation and time management skills and ability to prioritise, plan and organise workload.
13. Thrives on delivering high levels of customer service.
14. Ability to handle difficult situations in a calm and diplomatic way.
15. Ability to work in a team environment.
16. Willingness to work beyond normal working hours as and when required.

DESIRABLE CRITERIA:

1. Degree or postgraduate qualification with significant IT/ Computing element/Business Management element.
2. Business Analysis certification from a recognised organisation or provider e.g. BCS, The Chartered Institute for IT.
3. Previous involvement in projects in a business analyst capacity.