UNIVERSITY OF WARWICK

Job Description

Job title	Business Analyst
Department	Information and Digital Group
Grade	FA7

Job purpose (a brief summary of the role)	The Business Analyst will be responsible for collaborating with cross-functional teams to gather, define, and document data requirements. They will translate business needs into platform features and actionable user stories. They will ensure alignment of platform capabilities with business processes and enterprise architecture. They will support metadata management, data quality initiatives, and compliance with data privacy and regulatory standards.
Duties and responsibilities	1) Develop a deep understanding of customer processes, strategies, priorities, and constraints. Identify opportunities for process and performance improvement using business and process analysis techniques. Drive and challenge customers' assumptions about the way they will successfully introduce new business processes and solutions and contribute to robust process change, solution selection and implementation. 2) Initiate and contribute to the ongoing development of technical documents for systems requirements, support models, etc. Produce documents including: process maps, data flows diagrams, functional requirements documents, etc. 3) Work independently with a diverse group of staff from both business and technical areas, and external suppliers, creating opportunities to listen to customers and understand their needs, building relationships across the University. Work with the customer to determine the root cause of issues to identify the underlying true requirements and distinguish these from user requests. 4) Play a leading role to analyse, document, propose and recommend solutions for technological and non-technical change initiatives. ▪ Work with the project sponsor to develop accurate, meaningful and measurable business cases. ▪ Draw on previous analysis experience and use a variety of business analysis methods (e.g. interviews, document analysis, requirements workshops, business process analysis, use cases, task, workflow analysis and facilitation) to elicit requirements and document business processes. ▪ Critically evaluate the requirements gathered from various sources and, where necessary, reconcile any conflicts. ▪ Prepare and present the business case, requirements and solution options at the levels appropriate to different audiences and for different deliverables, deconstructing high level information into details and abstracting up from low level information to a general understanding as needed. ▪ Deliver the relevant documentation as required, including functional specification; business requirements specification; detailed requirements specification; use cases and process documentation. ▪ Lead in the production of IT requirements documentation and support formal procurement activities.

	▪ Identify and appraise solution options, carrying out options and gap analysis, to inform recommendations for implementation. ▪ Produce written reports and present recommendations to project/governance groups, including senior stakeholders and project sponsors 5) In the context of allocated project work, use expertise to act as liaison between the business and project teams, technology suppliers, technical and support teams to ensure the solution meets user requirements and that issues are identified and addressed as early as possible. 6) Develop proposals for service improvements and new solutions with Service Owners for technical and nontechnical audiences including the development of technical documents based on the UML framework (use cases, test cases, activity diagrams), and BPMN notation framework. 7) Liaise as appropriate with peers in IDG, including Project Managers, Product Managers, Enterprise & Solution Architects, and System Analysts in the context of delivering relevant services and projects. Building good relationships with all internal teams working to support and develop new services is a crucial part of the role. 8) Contribute to evolving the University of Warwick Business Analysis methodology via individual contributions to templates and working practices, collaborating with Strategic Change colleagues on joint improvement initiatives, and contributing to Business Analyst peer document review activities. 9) Other duties commensurate with the scope and grading of the role.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	An honours degree or equivalent in a relevant discipline.	A
E2	Business Analyst experience in a large-scale data environment.	A
E3	Experience in Business Analysis across the end-to-end software development lifecycle.	A & C
E4	Experience in process analysis, mapping, and design.	A & C
E5	Extensive experience in requirements elicitation and prioritisation.	A & C
E6	Strong understand of data platforms, cloud technologies and governance.	A & C
E7	Excellent written communication skills, with the ability to clearly and concisely convey technical or complex ideas.	A,C & D
E8	Ability to handle ambiguity and complexity.	A & C
E9	Business Analysis experience within both agile & waterfall delivery methodologies.	A & C
E10	Excellent verbal communication, with the ability to effectively negotiate and influence.	C & D
E11	Comfortable developing and facilitating stakeholder workshops.	C & D
E12	Ability to act with a high level of discretion, when appropriate.	C
E13	Customer-centric approach and ability to build relationships and trust with stakeholders.	C & D

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	BCS Diploma in Business Analysis Diploma or equivalent.	A
D2	Business Analysis experience within the higher education sector.	A
D3	Proficiency in SQL, Excel, and BI tools (e.g. Power BI, Tableau).	A