Job Description – Business Analyst 16009

About the role

This role is responsible for supporting the transition of people and process change and technology to deliver successful implementation of the Student Lifecycle Core Systems Replacement (CSR*).

The role holder is responsible for understanding and documenting the current and to be business processes at people, process, policy and technology level to inform and design changes to the operation; assessing the impact of planned changes; capturing, analysing and documenting requirements, their implications and then supporting the communication and delivery of those requirements.

*CSR is a major technology change programme

Key responsibilities

- Working with business users to document and sign-off current and to be states.
- Identifying business and organisational requirements to meet overall University & Unit objectives.
- Assessing proposed processes arising from CSR against requirements.
- Identifying impacts of change on people, process, policy and technology.
- Proposing solutions or changes to reduce impact, better meet requirements, or deliver higher benefit/lower costs from delivery and justify these solutions to management.
- Leading the testing effort and facilitating the implementation of business change.

In order to fulfil the main duties of the job, the post holder will be required to work across and through virtual project teams in the Student Lifecycle and directly with operational areas delivering services to students. This may involve spending time in the OU offices around the UK.

Skills and experience

- Strong analytical skills, including identification and use of complex qualitative and quantitative data
- Significant experience of producing high quality requirements documentation and resolving complex requirements conflicts through effective stakeholder engagement, including working with vendors and offshore teams on multiple projects of more than 9 months duration.
- Recent and relevant experience of identifying and managing/supporting business implementation tasks. For example, running Delivery Transition Workshops involving business stakeholders and delivery teams which include senior management.
- Deep experience of specifying, designing & running user testing.
• Experienced in using process and business modelling techniques (e.g. Epics & user stories, SADT and/or IDEF0 etc) and business improvement techniques (e.g. Lean, Six Sigma)

• Excellent communication and influencing skills, able to work collaboratively and at all levels of the organisation

• Pragmatic individual, able to work effectively where there is ambiguity to meet deadlines within resource constraints.

• BCS/ISEB (or equivalent) qualified

• Knowledge, understanding and experience in one or more of the below:
  o marketing processes, including marketing campaigns, CRM, product management and market insight
  o digital and ecommerce services
  o compliance with policy and regulations (e.g. GDPR, Consumer Law) and can advise on implications on processes, systems, websites, etc.
  o contact centre operations
  o provision of student support services

• Previous experience in the Higher Education sector would be an advantage.