Job Description – Business Change Analyst

About the role

The Business Change Analyst (BCA) plays a key role in building the capability of the Open University to deliver change and improvement effectively. It is an exciting, varied role, helping to shape important decisions at all levels and requiring close working with teams across the University.

The BCA will be working in the Associate Lecturer Contract Programme Team and will investigate, facilitate, document and drive the changes required to implement the business change. The BCA will also help to analyse the impact of the change on different stakeholders and create an evidence base for the benefits delivered by the Programme.

Key responsibilities

- To grasp quickly the programme purpose and the work completed to date including where the next areas of challenge lie.
- To work as a member of the AL Contract Programme Team to understand and take action as per the Programme Team’s direction, change strategy and implementation plans and the workstreams within the programme.
- Consulting unit managers, subject matter experts and stakeholders in order to follow through on the tasks allocated, to drive opportunities to realise the benefits outlined in the Benefits Management Plan.
- To investigate, participate in and facilitate points of discussion whilst providing constant drive to deliver change beyond its initial scoping through to actual outcomes and benefits.
- Working closely with other team members, take necessary action to deliver the benefits of agreed changes within the Programme plans, including changes to policies, processes, people and ways of working.
- To collect an evidence base for costs and benefits, providing qualitative and quantitative bases for decisions.
- To analyse and quantify the detailed costs and benefits of actioned improvements in terms of staff, budgetary and other resources as implementation progresses.
- Where investigation reveals a need for Programme Team decisions, to use the formal RAID and change control processes to instigate review of scope and risk mitigation plans.
- To share knowledge with the team through well presented communications, be they high quality written reports, presentations, spreadsheets and/or visuals.
- Through the work above, to be a great ambassador for the AL Contract Programme and its work, communicating with and engaging with University colleagues, building our culture.
of continuous improvement and ongoing institutional memory of accomplishments to date and lessons learned.

Skills and experience

- Experience of identifying and helping to deliver business change in a large, complex organisation.
- Proven accomplishment in a variety of investigation approaches including the use of visual analysis techniques.
- Proven accomplishment in significant qualitative and quantitative data analysis together with the ability to convey complex subject matter to suit differing stakeholder needs.
- Proven knowledge of techniques for requirements definition and process analysis.
- Experience of applying formal business improvement tools and techniques such as six-sigma, lean, systems thinking, agile delivery methods.
- A consummate team player, able to accept compromise solutions and work closely with all colleagues to arrive at success.
- Provide a consistent pragmatic approach.
- Ability to spot and document assumptions and begin work proactively without waiting for all questions to be answered, where appropriate.
- A sound understanding of and commitment to equal opportunities and diversity.
Further Information

AL Contract Implementation Programme

The University has in the region of 4000 associate lecturers (ALs) and they play a key role in the delivery of tuition. Following a successful ballot in January 2019 the University is committed to working with its stakeholders to implement a new contract for associate lecturers. This multifaceted programme will provide the successful applicant with the opportunity to work with stakeholders (including the University and College Union) across the University.

The Programme team will be working in partnership with faculties and therefore an understanding of faculty working would be an advantage.

If you would like more information about the roles, please email Laila Burton (laila.burton@open.ac.uk)

Members of the interview panel are:

- Laila Burton, Programme Manager, AL Contract Implementation
- Maya Cowin, Lead Business Change Analyst
- Other member TBC

Closing Date: 12:00 noon on 17 January 2020

Interview date is to be arranged.

We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates.

Applications received after the closing date of 12:00 noon on 17 January 2020 will not be accepted.