Job Description – Manager, Business Change & Analysis

About the role
Undertaking detailed business analysis, project scoping and requirement elicitation to support business change with the delivery of digital student support. Managing, with others, the creation of strategic project plans for business change projects. Project management for the implementation of business change projects. Liaison with key business change stakeholders, including IT, to ensure successful completion and delivery of business change projects

Key responsibilities

Provide professional and competency leadership in Business Analysis
• Working with teams at all levels to elicit clear business needs and ensure these requirements are clearly articulated (to the right quality) with technical teams.
• Monitor the quality of analysis work, ensuring that it is delivered in accordance with methods and processes and conforms to standards.
• Review of current processes and business activity with a view to continually improving the effectiveness and efficiency of student support.
• Designing and conducting evaluation of current and changed business activity.
• Measure activity and output of analysis work, providing evidence where appropriate

Provide professional and competency leadership in Project Management
• Creating business and project documentation in line with agile and/or PRINCE methodology.
• Agree resource estimates and project schedules with project teams; monitor progress of tasks against these estimates, reporting progress in a timely and appropriate manner.
• Ensuring that work delivered is high quality, following set standards where applicable and on time delivery.
• Estimate effort required for analysis tasks and plan and manage this effort accordingly
• Plan and monitor work within the team, working closely with other delivery roles across units to ensure commitments are understood and met.
• Manage project teams, including setting clear tasks and areas of ownership, coaching and development, monitoring performance and setting objectives.

Stakeholder Management
• Working with colleagues within Academic Services to support product managers and subject matter experts with business change
• Working with colleagues across the Open University, including IT, to facilitate the implementation of business change projects in a timely and successful manner
• Support others to develop analysts skills within the team, including offering coaching
EDUCATION AND TRAINING

• Degree/equivalent professional qualification

Skills and experience

Essential

• Demonstrable and proven track record in Business Analysis
• Experience of working within a student or customer online support environment
• Management of project teams and experience of successful project implementation using both waterfall and agile methodologies
• Knowledge and experience of system development methods and standards, with experience of all stages of the development lifecycle from change proposals to post-implementation support.
• Evaluation using data and requirements analysis to meet complex business needs
• Producing deliverables, to time and quality, on large scale programmes which have led to successful project delivery and business improvement
• Facilitation of workshops and other elicitation techniques

Desirable

• Techniques for requirements definition, process analysis and data modelling
• Broad knowledge of key customer facing technologies
• Theory and practice of quality control in relation to the development life cycle
• Theory and practice of project methodologies, techniques and tools.

PERSONAL QUALITIES AND ABILITIES

• Ability to quickly grasp business problems and apply best practice student support and customer service perspective
• Ability to communicate effectively with both business and technical colleagues, including Director and executive level.
• Able to translate complex issues into business and technical language.
• Strong influencing and negotiation skills.
• Evidence of building effective relationships and credibility with colleagues across multiple functions.
• Evidence of commitment to maintaining and improving processes and standards.
• Able to define objectives, prioritise, plan, allocate and monitor work, communicate plans and get commitment to delivery.
• Consult, negotiate and question in a constructive, professional way with the ability to gain generating consensus.