**Further Particulars**

This document includes information about the role for which you are applying and the information you will need to provide with the application.

1. **Role details**

<table>
<thead>
<tr>
<th><strong>Vacancy reference:</strong></th>
<th>14463</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job title:</strong></td>
<td>Business Systems Analyst</td>
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<tr>
<td><strong>Reports to:</strong></td>
<td>Lead Analyst</td>
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<tr>
<td><strong>Salary:</strong></td>
<td>£32,548 to £38,833</td>
</tr>
<tr>
<td><strong>Terms and conditions:</strong></td>
<td>Academic Related &amp; Support Staff</td>
</tr>
<tr>
<td><strong>Grade:</strong></td>
<td>7</td>
</tr>
<tr>
<td><strong>Duration of post:</strong></td>
<td>Permanent</td>
</tr>
<tr>
<td><strong>Working hours:</strong></td>
<td>37</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>Walton Hall</td>
</tr>
<tr>
<td><strong>Closing date:</strong></td>
<td>Midday 22 May 2018</td>
</tr>
<tr>
<td><strong>Type of application form accepted:</strong></td>
<td>Long application form, CV and cover letter</td>
</tr>
<tr>
<td><strong>Number of referees required:</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>Unit recruitment contact:</strong></td>
<td>Glyn Bailey</td>
</tr>
</tbody>
</table>
2. Summary of duties

**Introduction**

IT Delivery is working to deliver the OU’s IT change programme. The Academic Services Vertical requires analysts to work on the end-to-end project lifecycle, provide ongoing systems support and input into the continual improvement of the the IT department and the Academic Services Vertical.

You will have an opportunity to contribute directly to the future success of the UK’s largest University with a reputation for providing high quality education.

The post covers both business and systems analysis roles. The analyst engages with the business to understand its needs, translates these into requirements and works with IT colleagues to propose technology solutions. The analyst is responsible through the Agile Software Development Life Cycle for ensuring that the business requirements are met, for defining the detailed systems requirements including data modelling, assisting with system testing, through to operational support.

**Main Duties**

- To analyse and document business processes and requirements and assess their efficiency and effectiveness in meeting overall University objectives.
- To analyse, propose and qualify the costs and benefits of process and system improvements in terms of staff, cash and other resources.
- To work with business relationship managers, project managers, architects, developers and testers to assess how technology could be deployed to meet business requirements.
- To provide the detailed system requirements for the agreed IT solutions, and support their implementation.
- To seek to improve existing systems and processes as part of continual improvement.
- To provide reports, both oral and written, on the above activities and work progress.
- To facilitate workshops and present to stakeholders at all levels of the business.
- To keep abreast of both business and IT developments within the University.
- To ensure that all work follows appropriate standards and conforms to agreed quality plans, and to identify improvements to standards and processes.
- To keep abreast of development in analysis methods and techniques.
- To coach, and, on occasion, supervise more junior or less experienced colleagues within your own area of specialist expertise.
3. Person specification

**EDUCATION AND TRAINING**
- Degree/equivalent professional qualification or demonstrable and proven track record in Business Analysis.

**ESSENTIAL EXPERIENCE**
- Recent practical experience of requirements analysis and detailed system specifications.
- Knowledge and experience of working on IT change projects.
- Experience of working with multiple Business partners to bring about systems or process change.
- Experience across the full SDLC.

**KNOWLEDGE/SKILLS**
- Proven knowledge of techniques for requirements definition and process analysis.
- Broad knowledge of key IT capabilities and developments, and how they can be deployed for business advantage.
- Theory and practice of quality control across all deliverables in the software development lifecycle.

**PERSONAL QUALITIES AND ABILITIES**
- Positive and proactive in adding value in all areas of work.
- Able to quickly understand business issues and problems, and take a logical problem-solving approach to their resolution.
- Passionate about success.
- Influencing and negotiation skills to resolve conflicts between stakeholders at all levels of the organisation.
- Effective verbal and written communication.
- Flexibility and willingness to learn new skills.
- Desire to innovate and to try new approaches.
- Commercial awareness with the ability to prioritise, focussing on the value of all work.

**DESIRABLE**
- Experience of working in an agile development environment.
- Experience in logical data modelling.
- Experience of supporting operational applications.
- Recent practical experience of working with business users on business change projects in a medium/large organisation.
- Some experience of system testing.
4. Role specific requirements e.g. Shift working

| Not applicable |

5. About the unit/department

**INFORMATION ABOUT INFORMATION TECHNOLOGY (IT)**

The Higher Education sector in England is undergoing dramatic change as institutions adjust to serious reductions in state funding for teaching and students have to bear more of the cost of their education. As well as these cost drivers, the entry of more private providers to the sector and the increasing consumer power of high fee-paying students will put a premium on service delivery and cost efficiency. In turn, this will throw emphasis on the development of robust, efficient, enterprise-scale IT systems to increase efficiency and customer choice.

Information Technology provides and supports all central University IT services and is responsible for the institution's Technical Infrastructure. In addition to this service and support provision, it develops systems to support the business requirements of the organisation.

6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application please contact Nick Minns—Head of Systems on (01908) 652075 or email Nick.Minns@open.ac.uk.

If you have any questions regarding the application process please contact Glyn Bailey on (01908) 653285 or email IT-Recruitment@open.ac.uk.
7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th><strong>Midday 22 May 2018</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Please e-mail your application to:</td>
<td><strong><a href="mailto:it-recruitment@open.ac.uk">it-recruitment@open.ac.uk</a></strong></td>
</tr>
<tr>
<td>Or post it to:</td>
<td><strong><a href="mailto:it-recruitment@open.ac.uk">it-recruitment@open.ac.uk</a></strong></td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Mrs G Bailey</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>IT</td>
</tr>
<tr>
<td>Address:</td>
<td>Berrill Level 2 South</td>
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<tr>
<td></td>
<td>The Open University</td>
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<tr>
<td></td>
<td>Walton Hall</td>
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<tr>
<td></td>
<td>Milton Keynes</td>
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<tr>
<td>Post Code:</td>
<td>MK7 6AA</td>
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8. Selection process and date of interview

The interview panel will be chaired by Nick Minns with the remaining panel members to be confirmed.

The interview dates are to be confirmed.

The selection process for this post may include a test or short presentation, the title of which will be confirmed if shortlisted for interview.

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 will not be accepted.**