Job Description – Business Change Analyst

About the role

The Performance team within Learning Experience & Technology facilitate change that positively impacts students’ success. As a Business Change Analyst within this team, you will work with colleagues across the University to help establish requirements, solve process issues and identify improvement opportunities.

This specific role is primarily to support activities required to ensure that the university is compliant with Accessibility regulations for website content and to implement changes associated with strengthening Digital Governance.

Key responsibilities

- To work closely with the senior project manager, team members and stakeholders to ensure that websites are compliant with Accessibility regulations and Digital Governance requirements.

- To be responsible for the analysis and documentation of business processes and requirements and to assess their value, efficiency and effectiveness in meeting university objectives.

- To analyse, propose and qualify costs and benefits of process and system improvements in terms of staff, budgetary and other resources.

- To continually seek to improve existing systems and processes

- To facilitate workshops and to work with stakeholders at all levels of the business. This might include giving presentations.

- To ensure that all work follows appropriate standards and conforms to agreed quality plans, and to identify improvements to standards and processes

- To provide reports, both oral and written, on the above activities and on work progress.

- To keep abreast of best practices in analysis methods and techniques.

- All staff are expected to:
  
  - Take a proactive approach to work and to be flexible in order to meet changing demands.

  - Ensure that all relevant data protection, information security and data retention policies are adhered to.
- Undertake any other duties which may reasonably be required.
- Demonstrate a strong commitment to the principles and practice of equality and diversity.

**Skills and experience**

**Essential**

- Degree or equivalent professional qualification, or a demonstrable and proven track record in Business or Systems Analysis.
- Recent practical experience of requirements analysis and process definition
- Knowledge and experience of working on large change projects.
- Experience of working with multiple business partners to bring about systems or process change.
- Proven knowledge of techniques for requirements definition and process analysis.
- Theory and practice of quality control across all deliverables
- 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.
- 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, to innovate and to try new approaches.
- Awareness of the value and costs of all work with the consequent ability to prioritise.

**Desirable**

- Experience of working in a higher education environment
- Experience and understanding of website creation and management
- Experience and knowledge of Accessibility compliance regulations
- Experience of working with agile and lean techniques