UAS
University Administration and Services

UNIVERSITY OF OXFORD

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Summary

Job title	Senior Business Analyst
Division	Academic Administration Division
Department	Student Systems
Location	4 Worcester Street, Oxford
Grade and salary	Grade 8: £45,585-£54,395 per annum (An Oxford University Weighting of £1500 per annum (pro rata) to be applied from 1 August 2024)
Hours	Full time
Contract type	Permanent
Reporting to	Head of Technology Developments
Vacancy reference	174982
Additional information	For the right candidate we would consider underfilling the role as a grade 7 Business Analyst (£36,024-£44,263 per annum) with an appropriate reduction in duties.

The role

The Senior Business Analyst works in Student Systems and is line managed by the Head of Technology Developments. Student Systems is responsible for the delivery and support of systems used by the administration of the University, and delivers IT projects effectively and professionally, to bring business benefits to our stakeholders through enhanced use of technology and improved business processes. Student Systems includes business analysts, system testers, system developers and support staff, and works closely with the Education Portfolio Programme, comprised of Programme and Project Managers, Business Analysts, Testers and Project trainers. The postholder will work closely with initiatives driven by the Education Portfolio Committee and IT Services and can expect to be linked closely with the Business Analysis community in IT Services. Staff are assigned to one or more projects and work in project delivery teams, reporting to a Project Manager for project work. Business Analysts also support the programme of Continuous improvement initiatives within the Education Portfolio, and will work within both waterfall and Agile/Scrum project methodology initiatives.

Responsibilities

Within the remit of the specific project, the post holder will be required to:

1. Understand the business issues and data challenges of the University and Higher Education.

2. Identify the University's operational strengths and weaknesses and suggest practical improvements.

3. Identify, document and analyse required information and data, to lead to innovative solutions required to improved business processes

4. Contribute proactively to Student Administration, project and team activities

5. Develop and document detailed proposals for long-term Education Portfolio, IT Services, and Student Systems projects, responding to policy and process decisions made by the collegiate University.

Core competencies
Analysis and Solution Definition

6. Gather and analyse business requirements, produce specifications, define business processes, and recommendations.

7. Develop functional specifications and system design specifications for Student Systems projects and initiatives.

8. Work with IT Services and Student Administration colleagues, third party suppliers and our stakeholders to evaluate solutions, to ensure the best fit to requirements and value for money, and work with the Project Manager to plan out the delivery and implementation phase of the project.

Technical Recommendation

9. Identify and document system deficiencies and recommend solutions.

10. Work with other stakeholders to identify required changes.

11. Communicate required changes to development team or third party.

12. Ensure issues are identified, tracked, reported on, and resolved in a timely manner.

Project Execution

13. Assist in enforcement of project deadlines and schedules.

14. Take input from project managers and appropriately and accurately apply comments/feedback.

15. Understand the necessity of project standards and communicate and apply them consistently.

16. Work with IT Services and Student Administration colleagues, third party suppliers and our stakeholders to deliver workable solutions that meet business requirements.

17. Develop internal and external meeting objectives and agendas.

18. Manage resources in accordance with project schedule.

19. Prioritise multiple tasks effectively.

20. Consistently deliver high-quality services to our project sponsors.

21. Provide a point of expertise on the analysis issues and challenges surrounding administrative systems, such as Tribal SITS, admissions and student progression systems, and provide guidance to business analysts and contract business analysts working on projects related to these systems.

22. Supervise junior analysts (including those seconded to the department and external contractors) to ensure they are briefed and adhere to Student Systems-specific practices in terms of specification and development policies and standards.

23. Act as go-to point for other staff, providing guidance, support and direction on the Student Systems-specific aspects of analysis work.

24. Be the 'resident expert' on process and knowledge of Student Systems and carry out induction training and/or demonstrate how to operate software and equipment to staff as required.

25. Oversee staff training courses or workshops, including the development of support materials.

26. Take the lead in the communication of delivered change to business and present information to staff of all levels.

27. Lead and participate in user groups to gather user feedback about our services.

Selection criteria
Essential selection criteria

Candidates will be judged on the basis of the following criteria, and should ensure that their application shows how they meet these criteria:

1. A high level of general education to degree level or equivalent

2. Proven business analysis experience, including strong influence in business process analysis and re-engineering;

3. Experience of working in a complex environment where there is a wide range of parallel and mutually dependent activities;

4. Experience of working on configuring software packages as well as working on a variety of projects, including large software implementations;

5. Experience of all stages of the project lifecycle including defining and documenting user requirements, carrying out system testing and assisting with user acceptance testing;

6. Proven negotiation skills, for example in defining the scope of work and agreeing user requirements;

7. Proven analysis and innovative problem-solving skills;

8. Proven ability to manage, plan and take responsibility for a range of tasks involving interaction with and the co-operation of business and IT people, including the agreement of technical solutions;

9. Excellent written and verbal communication skills, including the ability to relate confidently and effectively to users at all levels;

10. Confident use of the Microsoft™ Office toolset, email and web browsers

11. Proven track record of managing their own work successfully, and of working effectively as part of a wider team;

Pre-employment screening
Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: https://www.jobs.ox.ac.uk/pre-employment-checks

About the University of Oxford
Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across

the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Student Systems

The Student Systems section oversees the support and development of IT systems which underpin the various stages of the student career, from admission to graduation. The section provides helpdesk and user support services via the Student Systems Support Centre, and delivers ongoing improvements ranging in size from small enhancements to major projects.

The section works closely with the Education IT Programme, one of whose aims is the continual improvement of the present suite of student systems. The priority is to ensure that Oxford can continue to develop a flexible user focussed approach to support student administration through IT which reflects our own priorities and approaches, and gives good value for money.

For more information please visit: http://www.admin.ox.ac.uk/aad/studentsystems/

Academic Administration Division

The Academic Administration Division (AAD) is the University's group of services focused on students and learning. We provide support and information that students need to thrive in their academic and personal lives, and encourage the professional and educational development of our staff. We operate in close collaboration with colleagues in central, divisional, departmental, and college administration, as well as with academic staff and students.

The AAD's work supports the student career from pre-admission through to graduation and beyond, and promotes the development of coherent systems and services across Oxford to underpin this. We focus on:

- **Student recruitment**: Attracting the best undergraduate and postgraduate students through outreach and admissions, and advising students through the admissions process.

- **Student services:** Offering high-quality services to students once they arrive at Oxford, including counselling and disability services, sports, language courses, a careers service, and fees and funding.

- **Student administration:** Managing the University's student data, registration, examinations, and degree ceremonies, advising on visas and immigration; and developing our student systems.

- **Educational policy**: Helping to develop and implement educational policies, upholding legislation, and providing quality assurance.

We also **support academic and professional staff** and the wider Oxford community through our language, sport, and professional and educational development services.

The AAD comprises: the Careers Service, Education Policy Support, Graduate Admissions, the Language Centre, the Centre for Teaching and Learning, Fees and Funding, Student Registry, Student Systems, Student Welfare and

Support Services, Undergraduate Admissions and Outreach, and University Sport. They are supported by two professional support functions: AAD Administration and AAD Communications.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: https://staff.web.ox.ac.uk/recruitment-support-faqs

Non-technical questions about this job should be addressed to the recruiting department directly aadamdinsupport@admin.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See https://hr.admin.ox.ac.uk/staff-benefits

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more https://staff.admin.ox.ac.uk/health-assured-eap

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector. Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See https://childcare.admin.ox.ac.uk/. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See https://hr.admin.ox.ac.uk/my-family-care

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at https://edu.admin.ox.ac.uk/disability-support. For information about how we support those going through menopause see https://hr.admin.ox.ac.uk/menopause-guidance

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more https://www.ox.ac.uk/research/support-researchers/researcher-hub

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society