

Summary

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| Job title | Senior Business Analyst – CRM Programme |
| Division | University Administration and Services |
| Department | IT Services |
| Location | Central Oxford |
| Grade and salary | Grade 8: £48,325 - £57,255 with a discretionary range up to £62,407 per annum |
| Hours | Full time (37.5 hours a week) |
| Contract type | Fixed-Term Contract for 3 years with possibility of extension |
| Reporting to | Lead Business Analyst |
| Vacancy reference | 177416 |
| Additional information | |

The role

The Senior Business Analyst works in a matrix management environment reporting to the Lead Business Analyst and the Head of Business Analysis within the Programme and Projects Delivery Group (PPDG), IT Services.

The role of the Senior Business Analyst is to lead business analysis activities on projects and programmes and collaborate effectively to deliver IT projects professionally.

The Senior BA will ensure that business benefits will be delivered to our stakeholders across the university through enhanced use of technology and improved business processes.

The PPDG group is comprised of Programme and Project Managers, Business Analysts, Business Change Managers and System Testers, all who work closely with other groups within IT Services and with our customers. Business Analysts are assigned to one or more projects and work in project delivery teams, reporting to a Project Manager for project work, therefore we operate a matrix management model.

We are specifically looking for someone to initially join our Digital Transformation team on a full-time basis to support the introduction of a new CRM system across the University.



Responsibilities

To lead business analysis activities on projects delivering business changes within PPDG.

To contribute to the Business Analysis Practice within PPDG and ensure best practise is delivered and maintained.

Within the remit of the specific project(s), the Senior Business Analyst will be required to lead:

- Business Analysis Planning & Monitoring
- Elicitation
- Requirement Management & Communication
- Enterprise Analysis
- Requirement Analysis
- Solution Assessment & Validation
- Project Execution

Leadership skills and ability to monitor or supervise other project team members activities, i.e. when running a project in an agile way, monitoring progress of BA inter-dependent activities during sprint deliveries.

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

Identify the University's operational strengths and weaknesses and suggest practical improvements covering the scope of the project.

Contribute pro-actively to project and team activities.

Core Competencies

1. The postholder will be expected to use strong negotiation skills in the role, as they have to negotiate with different types of stakeholders from across the business, depending on the project; but a key part of their role is to agree scope and deliverables (this is with technical teams, testing teams, end users and sometimes senior business owners).
2. The postholder will need to work collaboratively with colleagues across the University, third party suppliers and stakeholders developing user stories for specific programmes.
3. The postholder will need to have proven stakeholder management skills across a large and diverse group across the University, this is a key part of the business analysis role, they need to be able to talk to representatives from right across the University at all different levels acting as an interpreter between business and technical teams. This is key in understanding the business needs for projects.
4. The postholder will be expected to support internal network as well as support external networks (i.e. leads networks of project specific users, is a member of Business Analysis Forum). The Senior BA will be expected to chair network meetings like a project Show & Tell, or Project workshop subject to project demands
5. The postholder will be expected to carry out informal briefings and formal presentations, present key documents and briefing on progress as well as carrying out one-off workshops with users, stakeholders, managers and technical staff to further the project progress
6. The postholder will be expected to support transition and commence UAT activities, they may perform walk throughs of new functionality on a website or business systems, or new integration to an existing system, supporting the training team and business change members to develop support materials.

Core Activities

Business Analysis Planning & Monitoring

- Plan Business Analysis approach, selects appropriate techniques to use for the project
- Evaluates project complexity, assumptions, constraints and dependencies
- Plan Business Analysis activities – develop a BA work-plan to manage own and team activities, tasks and deliverables and schedule
- Plan BA communications – develop effective communication plan to meet project and stakeholder needs
- Plan Requirement management process including approvals and changes
- Identifies and communicates risks and issues that may require changes to plans or scope
- Manage Business Analysis performance – measures and tracks quality of BA work, reports on BA requirements, compiles with organisational standards using the BA toolkit templates and PPDG methodology.

Elicitation

- Ensures appropriate stakeholders are involved in elicitation activities
- Obtains information from stakeholders to form requirements
- Captures information provided in elicitation sessions
- Validates requirements with stakeholders

Requirement Management & Communication

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- Obtains information from stakeholders to form requirements
- Captures information provided in elicitation sessions
- Validates requirements with stakeholders

Enterprise Analysis

- Defines the business need – identifies opportunities for improvements
- Understands overall business structure, strategy and overall impact on work efforts
- Assess Capability Gaps – understands business architecture and can assess gaps
- Determine solution approach – identifies and proposes possible solution approaches
- Defines the new capabilities that the project, iteration or work effort will deliver
- Determines justification of investment for proposed solution, and prepares a decision package

Requirement Analysis

- Prioritise requirements effectively based on factors including business value, cost to deliver and time constraints
- Specify and model requirements – understands appropriate use of various analysis techniques
- Develops abstract models that describe a business domain
- Define assumptions and constraints that affect which solutions are viable

Solution Assessment & Validation

- Assess solution proposals and demonstrates which proposal will be the most effective
- Assess organisation readiness for the new solution
- Define transition requirements – defines capabilities and requirements to support transition to new solution
- Evaluate Solution Performance – measures and evaluates solutions for value and opportunities.

Project Execution

- Adhere to project deadlines and schedules.
- Take input from project managers and appropriately and accurately apply comments/feedback.
- Understand the necessity of project standards and communicate them consistently.
- Develop internal and external meeting objectives and agendas.
- Prioritise multiple tasks effectively.
- Consistently deliver high-quality services to our project sponsors.

General Competencies

Leadership skills and ability to monitor or supervise other project team members activities i.e. when running a project in an agile way, monitoring progress of BA inter-dependent activities during sprint deliveries.

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.

Essential

1. A high level of general education to degree level or equivalent.
2. Proven business analysis experience, including strong experience of business process analysis and re-engineering.
3. Proven experience of working in an Agile working environment and utilising Agile methodologies.
4. Experience of working in a complex environment where there is a wide range of parallel and mutually dependent activities.
5. Experience of working on configuring software packages as well as working on a variety of projects, including large software implementations.
6. Experience of all stages of the project lifecycle including defining and documenting user requirements, carrying out system testing and assisting with user acceptance testing.
7. Proven negotiation skills, for example in defining the scope of work and agreeing user requirements.
8. Proven analysis and innovative problem-solving skills.
9. 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.
10. Excellent written and verbal communication skills, including the ability to relate confidently and effectively to users at all levels.
11. Confident use of the Microsoft™ Office toolset, email and web browsers.
12. Proven track record of managing their own work successfully, and of working effectively as part of a wider team.

Desirable

1. Experience of working in the Higher Education sector.
2. Completion of any of the BCS Business Analysis qualifications.

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.

IT SERVICES

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.

IT Services, headed by the University's Chief Information Officer, has around 320 staff across 2 buildings, an annual revenue budget of £22m and an IT capital plan of £60M across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: <http://www.it.ox.ac.uk/>.

University Administration and Services (UAS)

University Administration and Services (UAS) is the collective term for the professional services departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: <http://www.admin.ox.ac.uk>.

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.

If you currently work for the University please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

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>

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 (see <https://hr.web.ox.ac.uk/family-leave>). 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/>.

Supporting disability and health-related issues (incl. 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>.