

# Digital Business Analyst - Maternity Cover

## Job Description

### The Role

<b>Job title:</b>	Digital Business Analyst – Maternity Cover
<b>Department:</b>	Digital Innovation
<b>Responsible to:</b>	Digital Architecture Manager
<b>Location:</b>	Royal Agricultural University, Cirencester, GL7 6JS
<b>Salary:</b>	Grade 6: £28,759 to £33,965 per annum
<b>Term:</b>	Full-time 35 hours per week, fixed term to December 2024, possibility of extension, flexible working available
<b>Relationships with:</b>	Staff, students, suppliers and contractors

We have a number of different ways to work flexibly, so at your interview feel free to talk about what flexibility means to you. There are no guarantees, however, examples of how our employees already work flexibly include part-time, job share, hybrid-working and compressed hours.

### Role Purpose

Improve the efficiency and effectiveness of the University's operations through the design, specification and implementation of technology enabled business processes.

Work with the Strategy and Planning Department to translate business priorities into a technology plan to deliver the digital aspirations of the university, ensure that existing and new systems are fit for purpose.

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Contribute to the development, delivery and use of high quality and customer-focused integrated services. Apply analytical and problem-solving skills, knowledge and experience to identify and develop business and pedagogic requirements. Design and implement service improvements, including leading the deployment of new solutions, across the University to help provide a supportive and stimulating learning environment and experience to students and staff.

Provide leadership within Digital Innovation to develop and commission processes that enable the effective delivery of technology-based solution development and delivery.

# Key Responsibilities

Work with the Digital Architecture Manager and the Strategy and Planning Department to:

## **Identify, define and deliver technical solutions to business requirements**

1. Analyse and understand the University's digital systems, interfaces, data, working practices and structures.
2. Participate in the analysis and identification of the University's digital needs and production of documented technical requirements that are aligned with the University's business requirements
3. Participate in formal and informal meetings with colleagues to establish business process changes and system requirements, which may include managing meetings and workshops where there are complex issues to resolve with a wide range of stakeholders
4. Build effective working relationships with departmental colleagues, stakeholders at all levels in the University and a wide range of external suppliers and other associations and institutions
5. Contribute to the building of Business Cases, including the assessment of project and programme costs and benefits
6. Support the procurement of systems and technical solutions through the provision of specifications and evaluation process, including the development of criteria to assess potential market solutions and enable product selection
7. Work with colleagues within DI and across the University to prepare test scripts and processes to enable the validation of technical solutions
8. Ensure that all issues encountered in testing at all levels are identified, tracked, reported on, and resolved in a timely manner.
9. Support training of university staff in use and adoption of systems and technical solutions
10. Participate in production of solution documentation.

## **Contribute to projects**

1. Participate in technical projects, or sub-elements of projects, that may involve working with inter-departmental teams, contractors, and staff from external suppliers, in the initial installation, configuration, and ongoing administration of new solutions
2. Contribute towards defining project scope and objectives for technical projects
3. Create and maintain project work plans, including development of work-package descriptions
4. Participate in the effective transition into services processes and plans.
5. Participate in project management and project budgets
6. Assist in the planning of appropriate unit, system and acceptance test plans and the execution of system and acceptance testing
7. Monitor, report and manage project status through status reports, risk, and issue logs

## **Other responsibilities**

1. Attend internal committees and meetings as required.
2. Attend external conferences, seminars, and meetings with suppliers as required.
3. Carry out such other tasks as may be requested by the Digital Architecture Manager.

## General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

## University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.

Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

## Person Specification

<b>Requirements</b> The post holder must be able to demonstrate:	<b>Essential or Desirable</b>	<b>Measured By</b> A) Application Form B) Interview C) Presentation
<b>Qualifications</b>		
Educated to degree level or equivalent qualification, or experience, in a related field	E	A, B
Professional project management qualification (e.g. PRINCE2 foundation or equivalent, APM etc.)	D	A, B
Qualification or equivalent experience in business analysis tools such as UML	D	A, B
<b>Experience</b>		
Previous experience of working in the UK Higher Education sector.	D	A
Experience of business analysis through the complete project design, development and implementation lifecycle	D	A, B
Experience of using structured processes to manage small to medium sized projects through their lifecycle within a technical environment	D	A, B
Experience of working in a complex business environment	E	A, B
Experience of leading initiatives, including facilitating meetings which are focused on identifying and solving complex business / systems problems.	D	A, B
Experience of delivering user training for technical systems and services	D	A, B
Working knowledge of Microsoft Office products including Visio and Project, or similar software.	E	A, B
<b>Skills</b>		
Highly user focussed, committed to providing a high-quality service	E	A, B
Ability to work within a changing business and technical environment	E	A, B
Self-motivated and proactive with a positive attitude, particularly when identifying service improvements	E	A, B
Ability to learn and adapt to new technologies	E	A, B

<b>Requirements</b> The post holder must be able to demonstrate:	<b>Essential or Desirable</b>	<b>Measured By</b> A) Application Form B) Interview C) Presentation
Excellent problem-solving, analytical and organisational skills	E	A, B
Ability to adapt communication style to suit the audience and to work with staff at all levels.	E	A, B
Confident and able to engage with customers of differing digital abilities	E	A, B
Self-motivated and able both to work on own initiative and as part of a (often multi-disciplinary) team	E	B
Ability to remain effective when faced with competing objectives and tight deadlines	E	B
Ability to deal effectively with situations with high levels of ambiguity	E	B
Ability to deal with confidential and sensitive information with tact and discretion	E	A, B

## Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website [www.rau.ac.uk](http://www.rau.ac.uk)) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to [jobs@rau.ac.uk](mailto:jobs@rau.ac.uk) stating where you saw the advert for the role
- Closing date:** 14 April 2024 with **Interviews on:** 24 April 2024.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

**The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level**