

Employee Terms of Reference

- Position:** Business Analyst
- Responsible to:** Director of Programme Management Office
- Location:** Primarily based in the Croydon office, but work may be required anywhere in the UK for periods of up to 1 week in duration. Regular travel around London will be required, and occasional international visits may be required.

Job Purpose

To manage the analysis of key business requirements of IT services and business operating practices. To be aware of industry developments and deliver strategic improvements to business operations. To provide training and support the rollout and ongoing operation of application developments and associated practices.

Principal Accountabilities

- To methodically investigate, analyse and document business functions and processes, and the information they use.
- To define the requirements for improving any aspect of the processes and systems, and the identification of the financial or service benefits that will accrue once the change is implemented.
- To support the analysis of business requirements for the provision of infrastructure and internal applications management services.
- To work closely with Business Change projects and staff, to proactively seek-out, analyse, model and specify investment plans which satisfy the associated cost and business objectives.
- To assist and support the project manager by providing accurate and timely documentation required to meet stated deliverables.
- To guide management towards accepting viable solutions which involve changes to working conditions and practices, showing understanding, imagination and creativity.
- To develop and deliver training courses as appropriate to the use of business applications.
- To facilitate the Change Control process associated with business requirements for application and infrastructure developments.
- To support client projects requiring applications management services.
- To carry out other tasks as agreed.

Job Contacts

- Internal: - Management teams of all Lines of Business.
- All BPP IT staff
- External - Applications providers and maintenance suppliers
- Equipment providers and maintenance suppliers

Key Performance Measures

- **Systems Analysis** – Analysis of business requirements to fulfil the developing needs of the business using appropriate technology and operating practices.
- **User Training** – Provide user training to BPP staff and students, as required for new users, refresher courses, and the continuing development of deployed and new solutions.
- **Technical Improvement** – Contribute to the development and implementation of the IT Strategy, ensuring the most cost effective use of technology.
- **Change Management** – Manage the process for submission and delivery of business change requests, in accordance with the change management process.

Core Competencies

- **Achieving Results** – Have a clear understanding of key business objectives, and ensure these are applied appropriately to all business activities.
- **Building Relationships** – Able to develop effective relationships with all BPP IT staff, and be recognised as providing a leading role in delivering business solutions.
- **Commercial and Business Awareness** – Have a clear understanding of the risks associated with commercial relationships and business operations.
- **Customer Focus (internal & external)** – Effective at understanding customer expectations, and ensure customer requirements are met and expectations appropriately managed. Effective at focusing on solving their problems.
- **Communication** – An effective communicator with departmental staff and senior management. Demonstrate excellent communication, both orally and in writing, with colleagues, clients and customers including producing reports, preparing, organising and delivering presentations using appropriate tools and techniques.
- **Planning and Organising** – Effective at determining a course of action by breaking it down into smaller steps and by planning and resourcing each of these, making allowance for potential problems. Must manage the field of responsibility within allocated budgets, and be able to plan and forecast future activities.
- **Understanding BPP** – Detailed understanding of BPP strategies, policies and procedures, and promotes their application. Aware of how the organisation operates.
- **Teamwork** – Effective at managing the objectives of a team, and be able to share knowledge, ideas and information. Aware of the needs, objectives and constraints of those in other disciplines and functions.
- **Problem Solving and Decision Making** – Effective at solving problems in a measured and creative way. Capable of independently assessing a wide variety of tasks, and be proactive in relation to identifying and undertaking activities that are to the benefit of the business. Be responsible for own decisions.
- **Influencing and Impact** – Act in a professional manner, and exhibit the required behavior that should act as an example to other employees. Effective at identifying goals and objectives, and motivating others towards their achievement. Able to network throughout the wider IT community.
- **Innovation, Flexibility and Adaptability** – Undertake tasks with a positive attitude and respond well to management and client requests. Working locations may include a variety of BPP and client sites. Must be prepared to meet business goals and respond well to change.

Personal Attributes/Functional Competencies:

- **Qualifications** – Degree qualified and relevant professional or business related qualification and experience (e.g. BSA)
- **Experience** – Typically at least 5 years experience, in a BA role that requires broad business development tasks in a project environment. Aware of industry and professional standards (e.g. ISO 9001, ITIL) and software tools used.
- **Training** – Formal training in Business Analysis methodologies and practical application thereof.
- **Skills** – Possesses a broad knowledge of business and business functions. Exhibits above average inter-personal skills, and is experienced at dealing with clients/users. Sound knowledge of business management requirements. Expert in Business Analysis techniques (process mapping and engineering, functional business models, statistical process control, business requirements gathering, relational data modelling, financial modelling, workshop facilitation).
- **Analytical Thinking** – Effective at acquiring an understanding of a problem or situation, and developing an approach to interacting with the situation.
- **Strategic Perspective** – Needs to keep overall objectives and strategies in mind, and not be deflected by matters of detail.
- **Applying standards** – Effective in the application of relevant industry and process standards to all tasks undertaken.
- **Industry Developments** – Must take initiative to ensure technical skills and specialisations are kept up to date in line with industry developments and ensure that all relevant skill sets are current.

Agreed by
Job Holder

Date

Approved by
Line Manager

Date