

# JOB DESCRIPTION

<b>Job Title</b>	<b>Senior or Technical Business Analyst</b>		
<b>Reports to</b>	<b>Head of Business Analysis and Change</b>		
<b>Department</b>	<b>Technology</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>4</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

The LBS Technology department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in IT Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, project delivery, business change and enterprise architecture.

## Job Purpose

Working as part of a Delivery Team, responsible for translating high level design or business requirements into detail specifications and then supporting these specifications as Software Developers, Testers and Application Support team members use them to support the implementation and operation. Where appropriate, maintain and take full ownership of Application and Data Design catalogues, including Services and Interfaces.

Supporting discovery, concept, design and implementation phases of technology changes, working closely with business stakeholders to define objectives. Preparing documentation making clear recommendations to enable strategic decisions. Leading on Business Process Management and Optimisation, supporting BAU upgrades always seeking to improve and delivery business value.

Working across both Agile and Waterfall approaches, you will be the bridge between the business and the technology function.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

#### **Delivery and Support**

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

#### **Strategy and Planning**

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.

- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

### **Partnering and Service Delivery**

- Partner with relevant area to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

### **Analysis and Reporting**

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

### **Compliance**

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

### **Supplier/Contractor Management**

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

### **Collaboration**

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

## **Project Management**

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

## **Financial Management**

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

## **Process Improvement**

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.
- Use various Analysis techniques to optimise business processes through our digital transformation portfolio.

## **People Management**

- This role will not have direct line management, but within the matrix environment of Agile Delivery Teams, there may be occasions when you are required to direct and prioritise the work of others.

## **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

## **KPIs:**

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.

- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

#### Knowledge/Qualifications/Skills/Experience required

- Professional qualification or equivalent experience.
- Experience using UML. Experience in BPMN desirable.
- Understanding of domain architectures (Business, Application, Data, Technology)
- A professional manner and ability to develop effective working relationships with colleagues, clients and third parties
- Awareness of current trends in technology (e.g. cloud)
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem solving skills.
- Positive experience of working within a customer-services orientated environment.
- Interest in Application or Enterprise Architecture. Desire to obtain formal qualification (TOGAF or equivalent) is a plus

#### Resources including team management

None

<b>Staff</b>	<b>N/A</b>
<b>Budgets</b>	<b>N/A</b>
<b>Date Updated</b>	<b>2023</b>