

JOB DESCRIPTION

Job Title	Business Analyst		
Reports to	Business Analysis Manager		
Department	Business Technology and Innovation, IT		
Job Family	Business Services	Level	3

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

Together Business Technology and Innovation (BTI) and Technology Operations and Assurance (TOA) form the IT Department at LBS. We provide strategy, technology, innovation, information, data, customer and assurance services in the technology domain to the School at its main London campus and at its teaching facilities in Dubai.

BTI leads on business engagement, strategy setting, solution design and delivery supported by a philosophy centered in design thinking and innovation with the customer firmly at the heart of all that we do.

TOA lead on the provision of customer facing IT support services, end user computing services, core infrastructure and innovative classroom technology. They manage technology security and risk and ensure all change is expertly delivered and quality assured via its change, program, project and test teams.

Within BTI we spend a lot of our time building relationships with the business trying to understand their goals and objectives and empathising with them and their customers. We are focused on creating excellent internal and external customer experiences by designing solutions that combine buying and building technology, systems and processes to support this goal.

We try to iterate fast, respond to demand, continuously assess the external environment for the best ideas, innovate and ultimately challenge ourselves and the rest of the organisation to be the very best we can.

We have a bunch of talented and committed individuals who analyse problems and opportunities (business analysts); design solutions and architectures and deliver insight into data (architects and data engineers); build and integrate user centered software in an agile environment (development team) and support all the solutions we deliver (application support team).

Job Purpose

Main Responsibilities

- Manage and engage with stakeholders at various levels in the organisation
- Lead customer experience initiatives
- Skilled at producing customer journeys
- Demonstratable experience of working on digital transformation projects/programs
- Skilled at agile and waterfall methodologies in business analyst or product manager capacity
- Understanding of UX and UI disciplines
- Ability to multitask and successfully manage different initiatives at different points in the lifecycle
- Experience of working as change agents responsible for delivering change from end to end
- Quick thinker who is able to utilise analysis skills to decode through the problem quickly

Discovery works

- Define objectives and outputs with stakeholders
- Gather information through various means, workshops, interviews, systems / data / process analysis, desk based research etc.
- Analyse information and business problems
- Document and present findings and recommendations

Concept works

- Define objectives and outputs with stakeholders

- Gather information through various means, workshops, interviews, systems / data / process analysis, desk based research, requirements gathering etc.
- Analysis of current situation
- Analysis of To-Be situation
- Identify and document pain points
- GAP analysis
- Options analysis
- Change impact analysis
- Cost/Benefit analysis
- Assess and evaluate options, risks and recommendations
- Document and present findings and recommendations in form of business case

Requirements management

- Elicit requirements:
 - using a combination of user interviews, data analysis, business process analysis, use cases and scenarios
 - ensuring that all relevant stakeholders are involved
- Capture requirements according to documentation standards, including
 - User stories
 - Business Requirements Document
 - Requirements Traceability Matrix
 - Benefit analysis, tracking and management
 - Use Cases and usage scenarios
- Ensure all requirements are documented in the appropriate format. They must be clear, concise, testable, measurable and traceable
- Analyse and elaborate high-level business requirements into an appropriate level of business rules and detailed user, functional, and non-functional requirements
- Distribute and communicate requirements documents to all stakeholders
- Maintain and manage effective change control over requirements
- Review, negotiate, and prioritise requirements with all stakeholders and 3rd party suppliers
- Manage sign-off and acceptance of requirements by stakeholders
- Support procurement activities as required
- Work in and comply with relevant methodologies/standards/delivery frameworks – agile and waterfall

Business process management

- Work with business units to document current process flows, including defining the management and change control thereof
- Work with business units to re-engineer and strengthen as-is process by identifying any bottlenecks, delays, unnecessary complexity etc in processes
- Work with business units to design improved to-be process by using process modelling
- Work with business units to identify appropriate change strategy for to-be processes, including identifying impact on current job roles, functions and systems

Support BAU activities/upgrades for COTS (Commercial off the shelf) based applications

- Review vendor release notes to:
 - assess against current requirements
 - assess and map implications on existing business processes and system usage and update where relevant
 - assess impact on the current configuration / integration and update where relevant
 - assess for, suggest and support any additional testing required
 - assess for, and suggest any additional training required
 - identify any additional support requirements, update documentation and ensure Application Support team are able to support
 - identify and document measures required to ensure successful business adoption
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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, with supervision from more senior colleagues, 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.

Analysis and Reporting

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Contractor Management

- If applicable oversee on-boarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.
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Project Management

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Financial Management

- As required support the
- accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

Process Improvement

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

People Management

- This role does not have any direct people management responsibilities

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required	
<p>Generic</p> <ul style="list-style-type: none"> • Excellent organisational skills and meticulous attention to detail. • Strong analytical and problem solving skills. • Positive experience of working within a customer-services orientated environment. <p>Qualifications (specific)</p> <ul style="list-style-type: none"> • Graduate with relevant qualification in information or IT related subject or significant relevant experience • Preferably ISEB (or similar) qualification in business analysis • Business Architecture knowledge (nice to have) <p>Skills/Experience (specific)</p> <ul style="list-style-type: none"> • Must have ability to grasp new technologies and translate technology for users • Requirements gathering, elicitation, documentation and prioritisation techniques • User story writing including acceptance criteria (BDD) • Business Process design using recognised notation / tools e.g. BPMN or UML • Demonstrable experience of both waterfall and agile methodologies • Knowledge and understanding of digital transformation • Excellent communication and inter-personal skills • Excellent stakeholder management • Experience of user experience design, user interface design and customer journey mapping highly desirable • Experience and understanding of change management preferable • Demonstrable experience of experience of producing business cases highly preferable • Experience of supporting and/or leading procurement highly desirable • Excellent supplier co-ordination and management skills and experience • Experience of testing methodologies preferred • Understanding across key ITIL disciplines (Change and Release Management; Business Continuity Management; Systems Strategy) • Good project management and operational and strategic planning and organisational skills • Understanding of development methodologies and processes (Analysis, Design, Build, Test, Implementation) • Understanding of Business Architecture principles –desirable • Experience of other IT applications e.g. databases, portal, teaching technologies 	

Staff	
Budgets	

Date Updated	
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