

The University of Manchester

Job Description

Job Title:	Senior Business Analyst
Reports to:	Head of Projects + Business Analysis
Organisation Unit:	University of Manchester Library: Research & Digital Horizons
Date:	January 2021
HERA:	MAPPS-UML-R&DH-BP-C (459, Grade 6)

Overall Purpose of the Job:

The Library Senior Business Analyst will lead on planning, analysis, projects and change management activities to support the delivery of the Library's services. A key part of this role is to document the requirements for the key stakeholders and take ownership of the activities, from here you will need to implement operational, process, product or supplier changes within the business to successfully realise the benefits.

This will include:

- Leading on the analysis, planning and evaluation of project proposals and service improvements
- Leading Benefits management within the Library as part of projects and programmes
- Leading process change within the Library to support the implementation of projects and programmes
- Building, owning and implementing a change plan within the Library to support the implementation and maximise the benefits of projects and programmes
- Supporting managers and team leaders within the Library during project and programme implementation
- Supporting Library Divisions in the development, implementation and review of their operational plans

Key Responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To apply a structured methodology and lead activities to support the delivery of the Library strategy through the generation of divisional operational plans

- To assist managers to map key activities and analyse their requirements to create robust business cases and project proposals
- To gather, validate and document requirements for key systems, new products and any process changes
- To line manage the Business Analysts, including recruitment, performance management and staff development
- To assess the impact of the changes and identify measurable benefits or impacts to proposed change with supporting metrics
- To identify, plan and co-ordinate the key activities driven out of impact assessment to produce business cases and project proposals
- To create change management plans and complete change management assessments
- To identify, analyse, prepare risk and mitigation tactics
- To identify and manage anticipated resistance
- To consult project teams, and relevant stakeholders
- To work with the Library's Strategic Marketing team to communicate key project activities to relevant stakeholders
- To support training efforts and engage with senior leaders
- To support organizational design and definition of roles and responsibilities
- To integrate change management activities into project plans
- To evaluate and ensure user readiness
- To manage stakeholders and other specialists
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Essential Knowledge, Skills and Experience:

- Experience or knowledge of Library Services ideally within a University setting
- Experience and knowledge of business analysis, project management or change management principles, methodologies and tools
- Exceptional communication skills – both written and verbal
- Excellent active listening skills
- Ability to clearly articulate messages to a variety of audiences
- Ability to establish and maintain strong relationships
- Ability to influence others and move toward a common vision or goal
- Problem solving and root cause identification skills
- Able to work effectively at all levels in an organization

- Must be a team player and able to work collaboratively with and through others
- Organised and methodical approach with good information management skills