

## Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

<b>Position Details</b>	
<b>Faculty/Directorate</b>	Professional Services
<b>School/Department</b>	IT & Digital
<b>Team</b>	Enterprise Architecture
<b>Job Title</b>	Head of Business Analysis
<b>Grade</b>	10
<b>Hours of Work</b>	37 hours per week
<b>Contract Duration (Perm/Fixed Term)</b>	Permanent
<b>Reports To (Job Title)</b>	Chief Enterprise Architect
<b>Responsible For (Job Title)</b>	Lead Business Analysts / Business Analysts

### **Principal Accountabilities**

As the Head of Business Analysis, you will be responsible for leading the Business Analysis function within IT and Digital and wider community of practice. You will play a critical role in aligning business processes to ensure that business requirements are defined and are able to help deliver the strategic objectives of the organisation. Your primary focus will be on developing and maintaining an enterprise-wide Business Analysis framework, capability and community of practice - ensuring its effective implementation across the University.

You will develop the required services, processes, outputs and quality standards for the Business Analysis team. This will initially involve developing standard deliverables and templates that can be used consistently across the University. There will be a focus on building capability, knowledge, talent and expertise within the profession through thought-leadership, knowledge sharing, collaborative ways of working, common working practices and championing a culture of excellence. For example to share common methods and learning and compiling a centralised Business Analysis process inventory that aligns with our Enterprise Architecture Business Capability Model.

You will have a proven ability to deliver effectively and at pace within large-scale agile service and delivery teams. You will have the skills to embed professional practices into our user-centric and agile culture and will have experience in leading and motivating a community of highly capable, skilled professionals.

You will deputise for the Chief Enterprise Architect where required working with senior stakeholders from across the University to drive continuous and transformational improvement.

## Key Tasks

### *BUSINESS ANALYSIS FRAMEWORK MANAGEMENT*

Create and maintain a University-wide Business Analysis framework that aligns with the University's strategic goals and objectives.

Collaborate with Business Change, Architecture, and other stakeholders to drive the integration of Business Analysis with other functions in IT&D.

Promote Business Analysis best practice across IT&D and across the University. Promote a 'community of practice' that will provide consistency and quality of Business Analysis deliverables.

Promote the use of business process re-engineering techniques and the application of agile and lean enterprise philosophy to improve efficiency, productivity, and user satisfaction.

### *CONTINUOUS AND TRANSFORMATIONAL IMPROVEMENT*

Curate accessible knowledge, standards and best practice to set the right conditions for people to work effectively within the Business Analysis community.

Identify and prioritise business capabilities and processes that require improvement or transformation through collaboration with key, and often senior, stakeholders.

Drive continuous improvement through a business process re-engineering led approach that delivers opportunities for business process optimisation, automation, enhanced business outcomes, and digital transformation through projects and initiatives. Use of agile and lean techniques to identify waste and reduce process variability.

Ensure that all members of the community have a voice and can contribute towards continually improving the profession and building a thriving, diverse and inclusive community.

### *BUSINESS ANALYSIS IN PRACTICE*

You will be a recognised expert in Business Analysis. You will have a proven track record of identifying, testing and championing the adoption of emerging frameworks, techniques and practices within your professional domain, advising digital teams on the art of the possible and examples of innovative thinking.

Own the standards for Business Analysis and be responsible for defining, leading and continually improving these standards for the capability.

Apply Business Analysis methodology across the University, executing standardised, repeatable analysis activities & deliverables.

Ensure standards are understood and applied within the wider profession, and support profession leads in driving continuous improvement.

Document and support the introduction of new processes, information flows and data models through close collaboration with the Change and Project delivery teams.

Ensure that the proposed solutions align with University strategy and vision.

### *SERVICE LEADERSHIP*

Set the vision and strategy for the community of practice for Business Analysis. Collaborate with colleagues to ensure that the vision and strategy for the IT&D Business Analysis capability and the community of practice is aligned, supporting and delivering to the strategic priorities, outcomes and goals of the organisation.

Build and lead a high-performing team of Business Analysts, providing coaching, mentorship, and professional development opportunities. Developing a career path for Business Analysis in the University to support the progression of our Analysts to fulfil their career ambitions.

Foster excellent teamwork, removing constraints and enhancing effective working across boundaries with other parts of the University to achieve excellent service.

Create a coaching culture and ensure that teams have all necessary know how, resources, environment and support to perform at their best; ensure individuals plan their careers and maximise their employability.

Ensure that teams are focussed on what matters to students and other stakeholders and understand the wider context in which they work. Use evidence-based approaches to drive continuous improvement.

Work in close partnership with other Professional Services leaders to ensure that all cross cutting operational processes are supported by good teamwork at every level.

Ensure Business Analysis teams are compliant with the University policies and to ensure legal compliance and audit on all activities.

Coach and lead teams in Agile and Lean practices, determining the right approach to take and evaluating this through the life of a project. Think of new and innovative ways of working to achieve the right outcomes. Act as a recognised expert and advocate for these approaches, continuously reflecting and challenging the team.

### *LIAISON AND NETWORKING*

Develop networks with senior colleagues in other institutions to establish external benchmarks, and maintain a continuous review of service quality, to ensure the delivery of high-quality services.

Manage a network of influence across all those areas of the University that impact the education and research strategies to ensure that consistent language, values and principles are applied. Proactively engage with the Students' Union, its staff and officers.

Seek and promote external engagement within the HE sector to maximise opportunities to enhance the profile and reputation of the University.

Lead and, or, participate in cross-University committees, working groups and project teams, as may be required by the Deputy Chief Information Officer, or the Chief Enterprise Architect.

Develop and empower a community of process improvement practitioners across the University, providing advice, guidance, best practice and policies to enable local and University-wide improvements.

## Special Features

None.

## Miscellaneous

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

## Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

## Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

### Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Set the direction for business analysis within a programme of work or enterprise. Guide tactical decision making and influence the formulation of longer-term strategic plans in an evolving, complex and unpredictable environment.	E
		1.2	Coach and lead teams in Agile and Lean practices, determining the right approach for the team to take and evaluating this through the life of a project.	E
		1.3	Strong business acumen (E), with a deep understanding of the higher-education industry, market, and competitive landscape (D).	E/D
		1.4	Results-oriented with a focus on delivering tangible business outcomes through effective Business modelling and process improvement techniques.	E
		1.5	Excellent analytical and problem-solving skills, with the ability to capture complex business requirements.	E
		1.6	Strong communication and influencing skills, with the ability to effectively collaborate with stakeholders at all levels.	E
		1.7	Leadership abilities, including the capacity to inspire and motivate a team, foster a culture of innovation, and drive results.	E
		1.8	Exceptional organisational and project management skills, with the ability to manage multiple priorities and meet deadlines.	E

		1.9	Strategic thinker with a forward-looking mindset, capable of envisioning and shaping the future state of business architecture.	E
		1.10	Collaborative and diplomatic, able to build strong relationships and work effectively across diverse teams and departments.	E
		1.11	Continuous learner with a passion for staying up-to date.	E
2	General & Specialist Knowledge	2.1	In-depth knowledge of Business Analysis frameworks (e.g. PESTLE, VMOST, SWOT, POPIT, BASF, RACI, MOSCOW, SIPOC, CARDI). Investigation, the application of information elicitation methods, analysis and modelling. Documentation.	E
		2.2	Knowledge of business process re-engineering to identify and eliminate waste (e.g. Lean and Six Sigma). Application of value stream mapping, data collection, streamline for efficiency.	D
		2.3	Knowledge of agile techniques to focus on continuous releases for the delivery of software development projects .	D
3	Education & Training	3.1	A degree or relevant professional qualification or experience.	E
		3.2	Relevant certifications in Business Analysis, or related fields (e.g., BCS, IIBA, BAG).	D
4	Relevant Experience	4.1	Extensive experience in Business Analysis within a complex IT environment.	E
		4.2	Proven experience in developing and implementing Business Analysis frameworks, methodologies, and processes.	E
		4.3	Experience working closely with senior stakeholders, including C-level executives, to align business architecture initiatives with strategic objectives.	E
		4.4	Demonstrated experience in leading and managing a team of Business Analysis or similar roles.	E
5	Special Requirements	5.1	Able to occasionally work outside normal hours (evenings and weekends)	D
			Candidates should be able to travel as necessary within the UK and overseas.	D
<b>Date of Revision</b>		June 2024		