Business Analyst

Role purpose:

To work from a strategic level to effectively shape and deliver business change at local and organisational levels, which delivers realisable business benefits and builds UCAS' delivery capability.

Key duties and responsibilities:

- Provide support for business change in UCAS through the value framework and minor enhancements.
- Assist with the assessment and articulation of the strategic fit of business change with respect to UCAS' strategic direction, goals, and business model.
- Analyse business change to capture business requirements and ensure the integrity of the eventual solution.
- Analyse existing processes to recommend efficiency improvements.
- Provide support for business change by working in a Centre of Excellence (CoE) model where responsibilities and outcomes are understood through a documented change process.
- Responsible for assessing and articulating the impact of change, creating and representing necessary artefacts during change delivery, while keeping the change requestor informed at all times.
- Responsible for documenting business requirements (functional and non-functional) as appropriate to input to the delivery approach, working with relevant stakeholders.
- Responsible for modeling business processes for the purpose of understanding and measuring the current state for base-lining current costs, issues, and timelines.
- Responsible for analysing processes to identify and capture the root causes of issues and make recommendations for improvement, working with process owners to ensure the effective implementation of those improvements, documenting current and future states, and business benefits.
- Responsible for assessing the impact of business change on UCAS' current business processes to ensure business change is assessed holistically.

- Assist with the assessment and articulation of the strategic fit of business change with respect to UCAS' strategic direction, goals, and business model, to the requestor and other key stakeholders.
- Responsible for promoting a continuous improvement culture to build capability and a consistent process when delivering change throughout the organisation.
- Network with external organisations and professional groups to stay alert to changes, technology advances, and best practice.

Accountabilities:

Financial authorities:

- None

Non-financial authorities:

- Authority to represent Service Development when working with the Executive and senior stakeholders.
- Authority to make decisions on behalf of the Service Development unit in line with company policy and best practice.
- Authority to make decisions and/or present recommendations on appropriate courses of action regarding Service Development initiatives and good practice.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer – We always look through the customer lens. The logic of the customer is the logic of UCAS.

Commitment – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

Team – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

Outcomes – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

Agility – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

Extraordinary – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.