

## Job Description

<b>Group Member:</b>		Luminate Group Services	
<b>Job Title:</b>		Business Analyst	
<b>Reports to:</b>		Group Head of HE MIS	
<b>Job Grade</b>	LEG E	<b>Department</b>	HE Quality and Standards (MIS)

### ROLE SUMMARY:

This role is part of the MIS team servicing Leeds Conservatoire and University Centre Leeds and will continue to enhance the usage of the student record system, Tribal's SITS, all business systems and processes that support the Group's Higher Education (HE) provision, Directorate processes, and reporting.

The post holder will work to understand existing practice, learn about the functionality of the new SITS system, collaborate with people across the Directorate and institution to assess and enhance existing and new processes. This will include supporting with any further testing, process mapping, training and upskilling stakeholders, and making recommendations for future efficiencies.

The Business Analyst will develop interactive solutions to deliver efficient processes and workflows that result in effective functionality and usability to end users. This will include responsibility for collecting, processing, and interpreting information from various sources across the institution, and working with the wider MIS team to ensure reports and dashboards provide the required insights and recommendations needed by stakeholders. There will also be responsibility for assessing data quality, system efficiencies and troubleshooting of issues and errors.

### SPECIFIC ROLE RESPONSIBILITIES:

1. Assess and evaluate existing processes and procedures
2. Carry out process mapping of key activities to ensure efficient workflows and usability, to finalise visual process maps for stakeholders and end users for upskilling and user familiarity. These should clearly articulate steps/actions required and the team responsible for each.
3. Identify touchpoints and handoffs within processes and how these impact other departments, working with stakeholders.
4. Collaborate with stakeholders to understand developments in the HE sector, OfS regulatory expectations, and government policies to identify and define requirements and areas of analysis.
5. Adopt a student-centric and service-centric approach, whilst ensuring system functionality is considered within all process.

6. Ensure process documents are captured clearly without risk of ambiguity and are stored centrally and available to all colleagues, facilitating understanding and sharing of good practice in relation to process planning, creation and implementation.
7. Provide guidance and best practice on data collection, process planning, and implementation.
8. Work with stakeholders to ensure data can be shared across multiple reporting platforms and utilised by different teams, for example, data to support business planning targets.
9. Work alongside the Planning Team, and relevant managers, to provide insights and analysis to support strategic objectives and decision making.
10. Fully document data definitions, data analysis and reporting projects and produce technical specifications. Make documentation readily accessible to the wider MIS department, and other users, and revise documentation as needed to maintain a workable and effective resource.
11. Provide working instructions, support and training to users on the use and understanding of reports, dashboards, presentations and their delivery platform to ensure appropriate, accessible and informed use.
12. Develop and maintain an excellent relationship with key internal/external stakeholders as appropriate for on-going improvement initiatives/activities
13. Produce and maintain effective technical documentation for new and existing systems and applications.
14. As a member of the MIS team, provide support to users across all MIS-managed applications and participate in team training and development activities.
15. Participate in any other activities as required as a member of the HE MIS team and as determined by the Group Head of HE MIS or the Group Director of HE Quality and Standards.

#### **CORE RESPONSIBILITIES:**

1. Attend and contribute to team meetings, planning days and other departmental staff events, sharing information and good practice.
2. Liaise with external agencies as required.
3. Represent higher education on relevant cross-group committees/forums.
4. Engage in policy development and review activities.
5. Develop and maintain offline and online information and communication, which provides students and staff with access advice, guidance and signposting.
6. Participate in open days, student activities, awareness arising events, and enrolment which will involve occasional weekend and evening work.
7. Work flexibly as a member of the MIS and Registry team.
8. Provide information and data to enable timely reports to be collated.

#### **GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:**

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.

- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

**Kindness**

*Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them*

**Ownership**

*Using our robust business planning model to allow areas to have clear ownership over their vision and performance*

**Enjoyment**

*Fostering environments that enable staff and students to be brave, interact and have fun*

**Collaborative**

*Proactively seeking opportunities to create synergies and positive outcomes for all*

**Passion**

*Encouraging all to have aspiration and passion in everything they do.*

**Creative**

*Always hungry to learn and looking ahead so we can be responsive*

## Person Specification

<b>Job Title:</b>	Business Analyst
<b>Department</b>	HE Quality and Standards (MIS)

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,  
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. A level 5 or equivalent qualification in a subject with a high level of technical/analytical content	A / C
E	Q2. Level 3 IT qualification or the ability to demonstrate extensive depth and breadth of experience / knowledge and expertise with a range of student record systems and IT software.	A / C
E	Q3. English and mathematics at Level 2 or above.	A / C

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Working knowledge of Microsoft Excel, which could include advanced formulas, charts, PivotTables, Power Pivot and Get & Transform.	A / I

	Experience of Macros and VBA would also be desirable.	
E	EK2. Experience of working on institution-wide transformation programmes and appropriate experience of carrying out business analysis activities	A / I / T
E	EK3. Experience of using a range of IT systems including Microsoft packages and relevant tools and techniques for business analysis.	A / I
E	EK4. Experience of giving professional advice to managers and staff, handling quality queries, problems and issues and providing a satisfactory outcome.	A / I
E	EK5. Experience of creating visual process maps and representations of data for reporting purposes.	A / I
D	EK6. Working with a range of internal and external stakeholders at all levels to understand and meet their requirements.	A / I / T
D	EK7. Experience of working in a further education and/or higher education setting and knowledge of associated funding methodologies.	A / I
D	EK8. Sound understanding and knowledge of HESA, HESES and/or other UK HE statutory returns processes.	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Methodical, logical and intelligent approach to the provision of pragmatic business solutions.	A / I
E	SC2. Excellent written and verbal communication skills, with the ability to work with staff at all levels and provide excellent customer service.	A / I
E	SC3. Strong technical ability across multiple systems to input data, maintain, provide and present clear, accurate and timely information.	A / I

E	SC4. Consistently good attention to detail and accuracy whilst working under pressure to meet tight timescales/targets.	A / I
E	SC5. The ability to understand change in an organisation and stakeholder management	A / I
E	SC6. The ability to work with minimal supervision, and have the confidence to make decisions on routine procedural issues and service issues.	A / I
E	SC7. The ability to manage own workload effectively in order to meet deadlines.	A / I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I