



# Job Description and Person Specification

## Summary

<b>Job title:</b>	Business Analyst
<b>Area:</b>	Business Transformation
<b>Reference:</b>	EHA1586-0326
<b>Grade and Salary:</b>	Competitive Salary
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	Full Time (36.25 hours per week)
<b>Location:</b>	Ormskirk, Lancashire, L39 4QP
<b>Accountable to:</b>	Associate Director of Business Transformation
<b>Reporting to:</b>	Associate Director of Business Transformation



## **About the Role**

Shape the future. Drive the change. This position provides a full-time, fixed term opportunity to join the newly formed business transformation service, to drive and deliver strategic change and transformation the organisation.

The Business Analyst will be responsible for supporting a university-wide, business optimisation programme. Working closely with senior leaders, the role will help to identify and deliver business and process optimisation opportunities, to increase business efficiency. Using innovative thinking and best practice, as well as using digital enablers to best effect. The programme will help to remove fragmentation and duplication of effort and create business resilience, to ensure our staff can focus on delivering the services that provide the most value to students and colleagues.

Responsibilities include leading on process mapping to capture as-is states, conducting detailed, evidence-based analysis to inform the shaping and redesign of proposed to-be states to remove waste, duplication, fragmentation. The role will also understand how digital enablers can be applied to optimise business performance and remove manual, repetitive processes. The Business Analyst will map staff and student journeys, to understand touchpoints and dependencies with other services and other change initiatives and will work across the university at all levels, to ensure a robust understanding of business operations.

The Business Analyst serves as a primary advisor to the Programme Manager and senior sponsors, facilitating informed decision-making across projects, process reviews, benefits realisation and change management initiatives. The postholder will play a role in supporting the Programme Manager in leadership and management of a comprehensive programme and ensure the development of a customer-focused team, demonstrating shared values and commitment to University objectives.

## **Duties and Responsibilities**

### **Business Analysis & Process Improvement**

- Lead analysis of existing processes and design future-state workflows that reduce duplication, waste and fragmentation.
- Document “as-is” and “to-be” processes, customer journeys and service blueprints, ensuring clarity and traceability.
- Use tools such as Power BI to interrogate data, identify improvement opportunities and translate insights into prioritised recommendations.
- Scope and capture detailed business and user requirements, supporting the development of business cases, options appraisals, SLAs, and target operating models.
- Translate user and service requirements into procurement-ready specifications and user acceptance criteria for digital systems.

- Work with service leaders to simplify, optimise and automate workflow, reducing transactional burden and improving the experience of staff and students.
- Ensure all new processes are documented, aligned to the operating model, and embedded consistently across the organisation.

### **Stakeholder Engagement & Influence**

- Build strong, trusting relationships with stakeholders across academic and professional services areas.
- Facilitate workshops and meetings to gather insight, validate findings and co-design solutions that work for real users.
- Present complex information in a clear, accessible narrative, adapting style and content for varied audiences, including senior leaders.
- Provide constructive challenge to uncover issues, test assumptions and ensure decisions are grounded in evidence.
- Champion user-centric approaches, ensuring solutions reflect the needs of students and staff.
- Produce updates, dashboards and reports for Programme Boards and executive forums to support transparent and well-informed decision-making.

### **Change Management & Communication**

- Support the design and delivery of change initiatives that align with strategic goals and deliver measurable improvements.
- Help teams prepare for new systems, processes and ways of working, taking a hands-on, empathetic approach that recognises the human impact of change.
- Lead or contribute to internal networks to share good practice and build organisational capability in continuous improvement.
- Communicate findings and recommendations sensitively, balancing honesty with supportive challenge.

### **Quality Assurance & Compliance**

- Ensure all outputs meet required standards and comply with data protection legislation, including GDPR.
- Conduct reviews, retrospectives and lessons-learned exercises to drive continuous improvement.
- Benchmark performance and processes against comparable organisations to inform decision-making and improvement activity.

In addition to the above all Edge Hill University staff are required to: adhere to all University policies and procedures; complete all mandatory training and induction modules, including Equality & Diversity and Health & Safety; engage in appropriate learning and development activities; actively participate in performance review; demonstrate excellent customer care; contribute to an inclusive environment for everyone; respect confidentiality; act in a sustainable and environmentally conscious manner; and proactively consider accessibility in all aspects of your work.

## **Eligibility**

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

## **Person Specification**

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

## Qualifications

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Degree or equivalent experience	Essential	Application
Business analysis or process design qualification (e.g. BCS, IIBA, ISEB, LEAN six sigma, ITIL, relevant degree etc.)	Essential	Application
Change/project management qualification (e.g. APMG, PROSCI, PMI, SCRUM etc.)	Desirable	Application

## Experience and Knowledge

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Contributing to large-scale transformation or optimisation programmes within complex organisations	Essential	Supporting Statement and Interview
Mapping and redesigning processes using tools such as Lean Six Sigma to identify efficiency opportunities	Essential	Supporting Statement and Interview
Streamlining and automating workflows to reduce manual effort and improve the user experience	Essential	Supporting Statement and Interview
Developing business cases, options appraisals and impact assessments using data-driven evidence	Essential	Supporting Statement and Interview
Translating user requirements into procurement documentation and user acceptance criteria	Essential	Supporting Statement and Interview
Leading or supporting cultural and organisational change, helping teams embrace new ways of working	Essential	Supporting Statement and Interview

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Applying digital tools (including MS365 productivity and automation tools) to deliver business optimisation	Essential	Supporting Statement and Interview

### **Abilities and Skills**

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Strong analytical skills with experience using data visualisation tools such as Power BI or Tableau to interpret complex data and produce clear insights	Essential	Application, Supporting Statement and Interview
Skilled in process mapping, journey mapping, workshop facilitation and requirements gathering	Essential	Application, Supporting Statement and Interview
Highly effective communicator with the ability to influence, negotiate and build strong stakeholder relationships	Essential	Application, Supporting Statement and Interview
Able to present complex information clearly in reports, dashboards and presentations	Essential	Application, Supporting Statement and Interview
Confident working with ambiguity, managing competing priorities and making sound judgements	Essential	Application, Supporting Statement and Interview
Innovative and solution-focused, with a commitment to continuous improvement and learning	Essential	Application, Supporting Statement and Interview
Strong problem-solving abilities and capability to interpret management information to support decision-making	Essential	Application, Supporting Statement and Interview

## Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

### Have any questions?

For informal enquiries about this vacancy, please contact Rachael Pimbley, Associate Director of Business Transformation at [pimbleyr@edgehill.ac.uk](mailto:pimbleyr@edgehill.ac.uk)

### Ready To apply:

1. Go to our jobsite - <https://jobs.edgehill.ac.uk/Vacancies.aspx>
2. Find the role you wish to apply for.
3. Click the **"Apply Online"** button on the job advert and follow the easy steps to prepare and submit your application.

### Key points:

- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.
- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.
- **Shortlisting:** Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).
- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.
- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment

- **Start date:** A start date will be arranged after pre-employment checks are completed.