

Job Title: Service Design Analyst

Grade: 8

Salary: £50,253 to £56,535 per annum, pro-rata if part-time

Department: Digital Services

Hours/Contract: Full-time or job share, fixed term contract till April 2028

Job Family: Management and Administration

Reference: 11918

Role Purpose

The purpose of this role is to work closely with a wide range of users across our academic and professional services; you will establish key user objectives, processes and needs. Working in collaboration with stakeholders (Strategy Leaders, Executives, Product Owners, Delivery Leads and Business Representatives), to define outcomes, value and benefits for ever-evolving Product Roadmaps to deliver against the Digital Strategy.

You will also work closely with Digital Services colleagues (using their knowledge of application capabilities and architectures) to articulate the functional requirements that will drive systems design and development activity. You will also be involved in supporting the testing and implementation of the technical solutions.

Main Duties and Responsibilities

Design and development of business processes and applications

- Undertake business process analysis and requirements elicitation with key client groups in order to lead the design of effective 'to be' business processes
- Produce Business Requirements and Functional requirements as appropriate to drive functional and non-functional design and development.
- Facilitate workshops with multiple stakeholders in support of PMs (Discovery, Product Roadmap and Product Breakdown Structure workshops) to ensure that new initiatives are setup for success.
- Lead on the testing and implementation phases of development.
- Use a holistic view of people, processes, technology and data to manage service enhancements and contribute to the planning of medium to large scale projects.
- Produce test plans and co-ordinate the production of test scripts including subsequent user documentation

Support the Business Partner and Digital Strategy Leads in key functional areas of the university:

- Attend regular service reviews with key clients where needed.
- Support Business Partner and Digital Strategy Leads in shaping customer demand.
- Proactively increase awareness of product development roadmaps, known problems, planned fixes and upgrade paths to improve own specialist expertise.
- Conduct analysis, present results and put forward recommendations through the provision





of management information reports.

- Contribute to the update of Digital Services continuity plans as applications are changed.
- Lead the testing of Digital Services continuity plans as necessary.

Developing Self and Others

- Provide specialist expertise to colleagues on the use of technologies or refer them to other teams within Digital Services for more substantive assistance / training.
- Work with the Digital Services Training and Communications team, involving them in “training needs analysis” within the Department as necessary.
- Deliver training to staff or students where the particular skills and knowledge required makes this appropriate.
- Maintain skills in line with the needs of the service and industry best practice.
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Key Business Events

- Be involved in supporting the University’s key business events (Clearing, Registration, Graduation, Exams etc)
- Take an active part of the delivery of Confirmation and Clearing for Digital Services in the run up and during the event.

Internal and External Relationships

Internal Stakeholders

The role is required to work closely and collaboratively with a range of stakeholders across the University, including:

- **Strategic:** Executives, Directors and Heads of Department, including Digital Services Leadership Team.
- **Account Management:** Senior Commissioners and Commissioners of Digital Services Demand.
- **Product Roadmaps:** Products Owners, Process Owners, Operations Managers, Agile Delivery Leads and Agile Product team members.
- **Product Delivery:** Colleagues requirement for delivery as well as governance leads within Digital Services.

External Stakeholders

- Engage with key strategic suppliers on emerging technologies.





- Be active in the wider University and BA communities (such as UCISA and IIBA) to adopt industry best practice.
- Negotiation and discussion with system suppliers, external consultants and maintenance providers in developing services and dealing with complex issues.

Qualifications, Knowledge and Experience

Essential

- Extensive experience working in a complex IT organisation with a Business Analysis background.*
- Educated to degree level in an IT related discipline or with equivalent professional experience.*
- Experience of managing or contributing to projects using a formal methodology such as PRINCE2.*
- Conceptual knowledge of the major components constituting a modern IT architecture.

Desirable

- Experience in Higher Education.
- Recognised BA qualifications.
- Recognised Agile or Process Improvement qualifications.
- IT Service Management (ITIL) Foundation.
- Prince2 Project Management Foundation.

****Criteria to be used in shortlisting candidates for interview***

Skills, Abilities and Competencies

Essential

- Highly developed analytical skills and problem solving ability. Able to lead others through a structured problem solving exercise.
- Excellent interpersonal skills.
- Excellent verbal and written communication skills.*
- Customer focussed
- Excellent team player. Able to lead a small team / virtual team
- Able to work with minimal supervision. Self-confident and self-motivated. Able to organise, prioritise and plan own work and the work of others.
- Able to conduct practical requirements workshops and adapt to apply various elicitation techniques accordingly.*





- Able to write unambiguous, verified requirements to a testable level.
- Able to convey requirements using appropriate approaches to aid understanding.

Desirable

- Formal training or experience in Customer Experience (CX)
- Formal training or experience in Continuous Improvement.

**Criteria to be used in shortlisting candidates for interview*

Reason for Fixed Term Contract

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.





Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

