Job Description

Job Title: Lead Business Systems Analyst

About SLC
Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible for student support delivery in the UK. **Company Mission** We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services. **Company Vision** Our vision is to be valued as a digital, customer-focused, centre of excellence.

Job Details
Overview of department: We have a bias towards open-source technology, automation and continuous improvement to develop our micro-services across a distributed architecture. We work in a highly collaborative, energising environment focused on delivering for customers whilst developing its people in the process. Working in agile, multi-disciplinary teams, we deliver measurable improvements in customer satisfaction while reducing costs which benefits both customers and taxpayers alike. You will work in an agile environment in a multi disciplined team where business systems analysts, developers, testers and product owners all work together to develop great products for our customers. We are looking for self-driven individuals who are passionate about their career and keen to develop further, to discover new ways of working and step out of their comfort zone. **Grade:** Grade 4 **Reporting to:** Digital Delivery Manager **Job Purpose:** This role will ensure SLC's business system requirements are produced to the necessary standards and quality. The job role will involve performing all tasks of a Business Systems Analyst (BSA). In addition, the role has the following responsibilities: • Lead and support Analysis and Design effort for service based teams • Identify and manage gaps and dependencies for projects, system changes and enhancements within the service area and between service areas • Liaise with Design Authority on service design, strategy and requirement elicitation • Assist in the recruitment process for BSAs • Contribute to analysis standards and monitor consistency in approach • Promote best practice and continuous improvement

Lead BSA Key Responsibilities:
- Undertake all the role accountabilities of a BSA as detailed below
- Provides leadership and direction to BSAs ensuring quality and standards are maintained and designs and outputs reflect strategic direction for the service
- Encourage a focus on value and agile practices within the service
- Provides support to Design Authority with input to service design and practice
- Maintain high level view of strategy and direction of the service area and wider IT systems in order to provide quality assurance and leadership
- Mentoring / coaching - Mentor BSAs when producing high level documentation (high level design documents, functional hierarchies, etc) for the product/service affected by a particular area.
- Contribute to recruitment and selection of BSAs for the Service Area
- Induction of new analysts to the service area
- Estimation - The LBSA can provide validation of estimates produced by BSAs or guide the BSA in the direction of another peer who can provide this support.
- Provide a visible point of contact within a product/service area.
- Collaborate with Design Authority on the process, procedures and reviews of BSA artefacts such as e.g. DFDs, FHs, LDMs, etc.
- Contribute to a consistent set of good practice standards within ICT (tools, techniques, methods)

BSA Key Responsibilities:
Analysis
- Understanding user needs, priorities and the value which can be delivered by the product
- Undertaking structured analysis and discussion with users, the Product Owner and other stakeholders to elicit functional and non-functional requirements and/or user stories
- Validating requirements, solutions and assumptions with relevant stakeholders and building consensus around the best way forward
- Producing necessary documentation as required in line with SLC standards
- Reporting and escalating progress, risks and issues effectively in line with agreed team process

Design
- Contribute towards solution design, ensuring solutions are value driven, usable and appropriate taking into account the potential benefits and constraints
- Working with UX designers as required to ensure that usability and accessibility are considered in solution design

Collaboration
- Working with the team to break requirements into appropriately sized user stories
- Collaborating with developers, testers and others within the team as required as part of story kick-offs, mid-story demos, handovers, desk demos and so on
- Working with users and the Product Owner to understand the business value associated with each story such that this can be communicated to the team to allow better decision making
- Working with the team to ensure appropriate levels of detail (including acceptance criteria) exists and is documented for all stories at each stage of the process
- Providing input into estimating sessions to allow the team to understand requirements and validate assumptions such that stories can be sized
- Working with the team to contribute to impact assessments, change requests and providing high level estimates where needed

- Working with the Product Owner, Delivery Manager and other team members to manage the story backlog including prioritisation and understanding the minimum viable product for each solution (and where appropriate minimum testable, usable and lovable products)
- Working with the team to analyse issues, understand root cause and agreeing solutions
- Working with other teams to identify and manage functional impacts and dependencies

Continuous Improvement
- Contributing to continuous improvement within the team – identifying areas for improvement and working with the team to make the necessary changes
- Full participation in all Agile ceremonies (stand up, planning, estimating, retrospectives), including facilitation as appropriate
- Keeping up to date with emerging technologies and techniques in area of expertise
- Contribute to technical community initiatives

Knowledge, Skills and Experience:
- Higher Education to degree level with solid demonstrable experience within IT
- Proven track record in business systems analysis over a sustained period
- Demonstrates ability to lead, co-ordinate and communicate on multiple changes to systems and services
- Fully conversant in the use of appropriate tools for capturing and documenting business requirements and solution designs
- Confident and effective provision of information to stakeholders
- Excellent analytical and problem solving skills
- Strong communication skills; written, verbal and presentation
- Ability to contribute to a team of peers, as well as within own team