

# JOB DESCRIPTION

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**TITLE:** Business Analyst

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**GRADE:** Management Scale 4

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**RESPONSIBLE TO:** Group Head of Strategic Projects

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## **PURPOSE OF JOB:**

- To lead the implementation of lean thinking and business analysis across the college.
- To deliver measurable improvements in process quality, streamlined activity and increased efficiency to the ultimate benefit of our students.
- To develop and champion a culture of continuous improvement.

## **MAIN TASKS AND RESPONSIBILITIES:**

### **1. Particular to the Post:**

1.1 To champion the development of processes and systems using lean thinking, continuous improvement techniques and technology to streamline activity and improve efficiency.

1.2. Working closely with senior managers, to challenge the status quo, ensure that change is long-lasting and makes a real difference to students and staff.

1.3 To lead business improvement work by:

1.3.1 Analysing existing processes to identify business improvement activity need

1.3.2 Defining scope and scale of key process improvement projects

1.3.3 Leading and facilitating teams working on business improvement

1.3.4 Process mapping, analysis and design

1.3.5 Driving implementation and adoption of identified improvements

1.3.6 Measuring effectiveness of improved processes

1.4 To implement a data driven approach in all process improvement to ensure improvements target areas with high return on investment and the impact of the improvements can be quantified

1.5 To coach and train stakeholders in lean thinking, business analysis, continuous improvement and new processes in order to empower others to lead and embed change.

1.6 To establish tools to enable continuous improvement.

## **MAIN RESPONSIBILITIES IN COMMON WITH ALL STAFF**

- 2.1. To support the College's mission, vision, values and strategic objectives;
- 2.2. To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.
- 2.3. To take responsibility for one's own professional development and participate in relevant internal and external activities;
- 2.4. To implement the College's health and safety policies and practices.
- 2.5. To contribute to the College's commitment to continuous improvement as identified in the College's charter and quality assurance systems.
- 2.6. To implement and adhere to the College's safeguarding policies and procedures.

## **MAIN RESPONSIBILITIES IN COMMON WITH ALL OTHER SUPPORT STAFF**

- 3.1 To participate in College-wide projects and tasks.
- 3.2 To work in other support services areas to meet the specific needs of workload peaks.
- 3.3 Such other duties of a similar nature commensurate with the grade as may be required from time to time. This will require working in other locations/sites of the College.

#### 4. Person Specification:

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications/ Professional Bodies</b>	<ul style="list-style-type: none"> <li>▪ Educated to degree level or equivalent in a relevant subject e.g. business or data analysis</li> <li>▪ Lean Six Sigma Black Belt</li> <li>▪ PRINCE2 or equivalent project management qualification</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ A proven track record in delivering measurable improvements in business processes in both quality and financially</li> <li>▪ Management and facilitation experience</li> <li>▪ Experience of data analysis</li> <li>▪ Experience in working on business improvement in the education or wider service sector</li> <li>▪ Experience in the application of Lean Six Sigma and Continuous Improvement tools</li> <li>▪ Success in creating a culture of continuous improvement in an organisation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of the further education sector</li> <li>▪ Evidence of continuous professional development in business improvement</li> </ul>
<b>Skills/knowledge</b>	<ul style="list-style-type: none"> <li>▪ Excellent written and verbal communication skills; a thorough proof-reader</li> <li>▪ Strong interpersonal skills and a demonstrable ability to build effective relationships both inside and outside the organisation</li> <li>▪ Strong facilitation skills</li> <li>▪ An ability to work to meet objectives and deadlines; the ability to manage a diverse</li> </ul>	<ul style="list-style-type: none"> <li>▪ Awareness and understanding of safeguarding and welfare of children.</li> </ul>

	<p>workload within tight deadlines; strong project management skills</p> <ul style="list-style-type: none"> <li>▪ Numerate and confident in handling financial data</li> <li>▪ A good researcher, with excellent attention to detail; strong analytical and problem solving skills</li> <li>▪ Knowledge of Microsoft packages</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>▪ Commercially focused and results driven</li> <li>▪ Personable, confident in building relationships; ability to work well as a part of a team</li> <li>▪ An exemplary degree of personal integrity and maturity; diplomacy and tact; common sense</li> <li>▪ An interest in and support for education in general, and the ethos and aims of NCC</li> <li>▪ A willingness to travel in London and to work outside normal office hours</li> </ul>	<ul style="list-style-type: none"> <li>▪ A willingness to be involved in the wider life of the College.</li> </ul>

### **Additional Information:**

Hours of work: 35 hours per week - all year round. Routine fixed daily start and finish times between 08:00 and 21:00 by agreement.

Under exceptional circumstances, e.g. alterations in the College's pattern of working or changes in pattern of demand, the hours of attendance may be varied after consultation with the member of staff concerned.

This job description will be regularly reviewed to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.