

CANDIDATE PACK

Senior Systems Analyst:
Enterprise Systems
Development (ESD)

Digital Technology Services (DTS)

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives - doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, Contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

College of Creative Arts and Technologies

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement and Graduate Futures Directorate
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Digital and Technology Services
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services
- Research and Knowledge Exchange Office
- Graduate School
- Learning Innovation and Digital Engagement



JOB DESCRIPTION

Job Title: Senior Systems Analyst: Enterprise Systems Development (ESD)

Reports to: ESD

Department: Digital Technology Services (DTS)

Grade: NG7

ROLE PURPOSE

The post holder will develop and maintain a technical and functional appreciation for the full range of enterprise system(s) with a focus on ICT developments of the University professional enterprise-scale ICT for a direct impact on both the student and staff experience and operational efficiency of the University through technology enablement.

PRINCIPAL ACCOUNTABILITIES

1. For the full range of systems within the remit of this post, develop and maintain a full technical and functional appreciation of the systems, acting as the Product Owner, ensuring that all relevant supporting documentation is created and maintained.
2. Lead and co-ordinate the development, testing, configuration and maintenance of new components, or service enhancements in accordance with user, supplier and Government requirements.
3. Work closely and collaboratively with colleagues in the Business Systems Development team and with the counterpart team in Operations to ensure customers experience a seamless integration of services across the department.
4. In collaboration with the Service Desk and Business Relationship Managers, proactively identify potential improvements to services, based on analysis of support queries, user feedback and market research.
5. Contribute to the development of operational plans for the systems for which you are Product Owner, taking into account the context of University and DTS strategic plans, student and staff experience and agreed objectives.
6. Contribute to and apply a framework of technical standards that ensure safe, resilient and accessible services. Develop and maintain a full technical appreciation of enterprise systems portfolio, the security infrastructure, and the identity management service/business systems portfolio.
7. Contribute to the development and implementation of quality assurance monitoring and continuous improvement programmes, collaborating with colleagues in the design of new and changing services to ensure a robust transfer of services into business as



usual, setting the standards for a customer-centric approach to service delivery.

8. Take responsibility for the maintenance, configuration and updating of the systems, ensuring that current, tested and security patched versions are deployed. Ensure that where relevant, the systems are updated to meet statutory requirements as these are released, and to provide the data that business owners require to meet statutory or University reporting requirements.
9. Keep abreast of advances in appropriate technologies and take responsibility to ensure appropriate skills, training and development are disseminated within the team, to respond to urgent requirements in the immediate and longer term. Use this knowledge to contribute to the technical roadmap for the systems within the team.
10. Support the Enterprise Systems Development team to provide an excellent service, and undertake any other duties defined by the Team Lead in conjunction with the post holder, from time to time.

CONTEXT

DTS delivers a comprehensive portfolio of ICT services to the University's user community of ~20,000 students and staff. The DTS Directorate supports the IT service delivery life cycle encompassing ICT Developments, ICT Operations, Service Management [including Service Delivery] and Business Transformation all underpinned by Service Management, Business Relationship Management functions. The ICT Development team is composed of two teams and a Data Security Manager: Enterprise Systems Development (ESD) and Business Systems Development (BSD). The ESD and BSD teams are focused on optimising the staff and student journey and maximising operational efficiency through the design, development and effective exploitation of enterprise technologies in response to evolving business requirements. The ICT development team focusses on the design of appropriate and innovative IT services, including their architecture, processes, policies, technology roadmap and documentation, to meet current and future agreed business requirements. The post-holder will play a significant role with "people, processes, technology", in building a successful team to deliver on the strategic roadmap for enterprise systems in supporting the university agenda of digital transformation. This post will report directly to the Team lead: ESD. The post holder will join us at an exciting and demanding time with accountability for a significant function, building and shaping it to deliver the Universities ambitious objectives. You will engage, challenge and deliver to meet the requirements of our long and short-term plans. The ICT development team will work closely with the ICT operations team who are responsible for the day-to-day maintenance and management of the University's ICT infrastructure, systems and applications to ensure delivery of the agreed service levels across a number of sites in the West End of London and Harrow.

As well as representing the team on matters internally, they will also be expected to represent and promote the university externally with peers at other HE/FE institutions and in the JISC Community.



The University business systems cover a range of systems using a mix of in-house provision, externally hosted and Cloud based solutions. There are currently two data centres (Central London and Harrow) with real-time replication between both sites for resilience and business continuity.

The enterprise systems comprise the following underpinning technologies:

- End user computing systems

- Collaboration platform and productivity software: M365, Office 365 portfolio, SharePoint and Google Apps
- Service bus architecture, API solutions, Integration Platform as a Service (IPaaS)
- Identity and Access Management (IAM)
- Cloud solutions • Shared services

DIMENSIONS

Staffing: The post holder will not have line management responsibilities, but he/she will be expected to lead project related teams, be involved in offering induction, training and day-to-day guidance to other staff and in mentoring colleagues in their own areas of knowledge or expertise.

Budgets: The role holder may have delegated budgetary responsibility where applicable and/or for associated financial records.

Hours: The post holder will work 35 hours per week between the service hours of 08:00 and 18:00, the post holder may be required to work evenings and weekends from time to time where project/operational needs demand; this will be agreed by prior arrangement.

Location: All University appointments are made on the understanding that staff may be asked to serve at any of the University's sites should the need arise. The post holder must also work in accordance with any agreed service levels.

Professional Development: The University of Westminster is committed to continuous professional development, and the post-holder will be encouraged to participate in professional activities and to develop new skills where necessary.

Health and Safety: The post holder is required to understand individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- Degree level qualification in a relevant subject, or demonstrable and relevant equivalent experience
- ITIL qualification [minimum Foundation level] PRINCE2 practitioner certification or an equivalent project management qualification.

Desirable

- One or more professional industry standard certification such as Microsoft MCSE, MCP, or relevant equivalent industry experience.

TRAINING AND EXPERIENCE

Essential

- Understanding of business systems as described in the context, and advanced technical experience in the majority Experience in installing, developing, deploying, configuring, supporting, maintaining and managing changes to complex business systems.
- Experience of working in an ITIL- based environment with emphasis on release management, change control and incident management.
- Demonstrable experience of project management and technical leadership within a complex business systems environment.
- Demonstrable experience of business analysis in support of enterprise systems.
- Implementations including M365.
- Experience of specifying and implementing inter-system Interfaces.
- Demonstrable track record of working successfully with internal and external stakeholders at all Levels.
- Specialist experience in several of the following: M365, Office 365 suite, Windows OS image development, Apple OS image development, Linux, SCCM management, packaging of applications, scripting to automate activities, Mobile Device Management, Printing services, virtualization of desktops and applications, databases, antivirus, LAN network design, configuration & management, networking protocols and associated network equipment, identity and access management, Azure, Entra ID, Active Directory.
- Experience of applying Robotics processing.
- Experience of working on the implementation of major new IT.
- systems and of related change management.
- Experience in networking and security DT issues relating to enterprise systems.



- A very good understanding of the software development cycle; experience of version control, and continuous integration/continuous delivery.
- Significant experience in the testing of enterprise systems Demonstrable experience of project management and technical leadership.
- Advanced knowledge of complex protocols used by enterprise systems.

Desirable

- Knowledge and experience gained from working in a Higher Education environment.
- Experience of implementing packaged software solutions including specification and evaluation of software and dealing with external suppliers. DevOps experience.

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Strong IT/technical skills and aptitude; desire to keep abreast of changes and innovations in the market.
- Customer-oriented and innovative approach to service design and delivery.
- Effective written and oral communications skills, including report writing and presentation skills.
- Good influencing and interpersonal skills and the ability to negotiate and broker solutions.
- Ability to work to set objectives and agreed timescales and work under pressure to tight deadlines.
- Ability to cope with rapid change.
- Positive attitude with initiative and drive.
- Ability to cope effectively with pressure.
- Ability to learn quickly. Good problem-solving skills.
- Good communication skills with people from a wide variety of backgrounds; proficient in receiving and explaining complex.
- Ideas with clarity and of presenting technical information to nontechnical audiences.
- A positive advocate for change.
- Ability to continuously maintain and develop knowledge and expertise in relevant areas.
- Fully committed to creating a stimulating learning and working.
- environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.
- Willingness and flexibility to undertake overnight stays, occasional weekend working, and international travel, as required



HOW TO APPLY

To apply for this vacancy, please visit our [internal only vacancies page](#) where you will be able to register as a candidate and complete your online application.

You will be requested to upload a CV which will be used to populate relevant sections of your application. You will also be requested to complete a concise statement in support (ideally no longer than 1000 words), addressing the criteria in the Person Specification and your motivation for applying.

The deadline for receipt of applications is 11.59pm on 13 July 2026.

Interviews will take place on 20 July 2026 .

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





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