

CANDIDATE PACK

Lead (Senior) Business Analyst

Digital & Technology Services

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 (Lead) Business Analyst

Reports to: Head of PMO

Department: Digital & Technology Services

Grade: NG8

ROLE PURPOSE

To effectively lead and engage stakeholders at all levels through business situation analysis, business process improvement and feasibility assessments, particularly for more complex and ambiguous cross-functional or institution-wide initiatives within the University's Digital Transformation portfolio, delivering credible change proposals and recommendations that will take the University forward towards realisation of its strategic goals.

To ensure that business needs and requirements within the University's Digital Transformation portfolio are translated into specifications and operational solutions that can be successfully delivered in partnership with Project Management, Technical & Business Change specialists via strategically aligned technology-enabled programmes and projects.

To lead the development of the University framework for Business Analysis, in line with industry best practice and within the context of an evolving and maturing PMO and Enterprise Architecture function.

To line-manage and co-ordinate the work of the PMO Business Analysis team.

PRINCIPAL ACCOUNTABILITIES

1. Lead and co-ordinate workload of BA team across multiple initiatives, to ensure best use of available resources and skills to meet demand for BA work package arising from customer requests, approved programmes / projects and DTS PMO improvement initiatives. Support the development of line reports to ensure they have the skills and knowledge required to be effective as Business Analysts. Identify and nurture talent, plan for succession, progression and flexing of resources within the BA team for the achievement of departmental and programme / project objectives.
2. Lead on the evolution of the Business Analysis framework, including policies, templates, tools and documentation standards that support traditional and agile approaches. Ensure BA work products and deliverables conform to the requirements of the BA framework. Maintain effective and productive relationships with external organisations, including other Universities, professional bodies and suppliers that will enable on-going development of BA practice. Contribute to development of PMO and Enterprise Architecture practices and continuous improvement initiatives.



3. Oversee the gathering and baselining of detailed business requirements. Negotiate and reconcile conflicting requirements with stakeholders, acting as a point of escalation where needed. Monitor changes to baseline requirements with the use of appropriate change control processes and tools.
4. Oversee the examination of existing ('as-is') business processes and identify gaps in processes, opportunities for improvements and automation. Manage the creation of new ('to-be') end-to-end business processes in conjunction with relevant stakeholders as part of business process redesign activity. Produce suites of high-level and in-depth business process diagrams and descriptions tailored to a highly diverse audience, for specialised, sensitive and complex university-wide processes cross-cutting multiple business areas.
5. Lead on the identification, engagement and collaboration with key stakeholders across the University to build, develop and manage relationships, to acquire knowledge and understanding, to gain support and cooperation with the full range of business analysis activities and to communicate outcomes. Use the information provided to produce clear, written documents that can be easily understood by a variety of users and decision makers with widely differing levels of understanding. Gain agreement from stakeholders to conclusions and recommendations.
6. Lead on the identification and description of a range of solution options (working collaboratively with Technical Lead(s) for the project) that could produce the desired result with their associated challenges, constraints, risks, dependencies, timelines, resource requirements and costs. Oversee the production of system mock-ups, prototypes and diagrams to visualise what a proposed system might deliver using representative data.
7. Manage the team's work with the Supplier & Contracts Manager and Project Managers, providing relevant information for procurement, taking part in procurement processes and in the evaluation of supplier responses.
8. Oversee work with Project Managers & Business Relationship Managers, perform business options analysis, develop project business case outlines and estimate costs & benefits. Assist Project Managers in the creation of project plans to deliver solutions, considering business timetables.
9. Lead on supporting Business Change Management and IT service transition activities for assigned projects, ensuring implementation of new business process designs and facilitating the transfer of knowledge during transition of a project into a live operational state.
10. Manage the team's contribution to user acceptance testing and user adoption as required by the project including collaboration with the QA lead and business



stakeholders to define and document acceptance criteria (traceable to business requirements); developing and documenting testing artefacts; executing acceptance tests and recording results; producing user guidance, support documentation or training material.

11. Deputise for the Head of PMO as requested. Undertake any other reasonable duties defined by the Head of PMO

CONTEXT

Digital & Technology Services (DTS) delivers a comprehensive portfolio of IT services to the University's user community of ~20,000 colleagues and students across several sites in the West End of London and Harrow. The department is structured along three service areas: Digital Transformation: responsible for defining and delivering the portfolio of work; IT Operations: responsible for the running of the live environment; and IT Developments: responsible for technological innovation. The PMO Team falls under Digital Transformation.

The Senior Business Analyst reports to the Head of PMO and is one of the roles that works to deliver technology-enabled digital transformation in support of the University's strategic ambitions. The Senior Business Analyst leads and manages the Business Analysis team and owns the continued development of the business analysis framework. The role provides assurance and oversight of the BA team's work and deliverables, as well as providing a bridge between business and technical specialists and facilitating solution definition and development.

DIMENSIONS

Staffing: The post holder will have direct line management responsibility for other Business Analysts and will be expected to work effectively with systems vendors, with colleagues at all levels and to play a significant role in cross-functional project teams. They will also be expected to be involved in offering advice, training and day-to-day guidance to users and other colleagues.

Budget: The post holder will have no direct budgetary responsibility but contribute to producing budget proposals as part of creating business cases and may be required to account for certain aspects of project spend.

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 colleagues 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

- A degree or equivalent qualification in a relevant subject, or demonstrable and significant relevant knowledge and experience
- Business Analysis Practitioner certified (ISEB International Diploma in Business Analysis or IIBA CCBA)

Desirable

- Agile BA certified.
- PRINCE2 Practitioner certification or an equivalent project management qualification
- ITIL Foundation certified

TRAINING AND EXPERIENCE

Essential

- Full lifecycle experience of project delivery as Business Analyst using predictive (plan-driven/waterfall) approaches or adaptive (iterative/agile) approaches
- Significant successful experience as a Lead Business Analyst, overseeing and assuring the work of other Business Analysts within a programme or multiple project concurrent environment.
- Substantial knowledge and experience of applying a wide range of business analysis techniques to support business systems design and implementation and to ensure that customer needs are met in the delivery of products and services
- Expertise in creating function and process models of business activities and analysing their performance as 'as-is' and 'to-be' models
- Demonstrable ability to analyse data to inform business improvements and to lead on improvements initiatives with multiple stakeholders
- Experience of providing assurance of third-party supplier deliverables to ensure solutions delivered meet specified requirements & customer needs.
- Experience of coordinating and collaborating with a wide range of stakeholders including technical teams, business advisors and subject matter experts, senior management and executives, and third-party suppliers
- Successful experience in supporting Business Managers / Change Champions in delivering change within their organisations and providing them with the information needed to optimise the change of processes, skills, roles and rewards within affected business units
- Strong experience of researching and applying Business Analysis 'best practice' to develop Business Analysis policies, standards and templates within a programme / project managed environment or Enterprise Architecture function



- A good understanding & practical exposure to Agile practices, tools & techniques

Desirable

- Line management experience
- Higher Education sector or relevant business domain knowledge
- Practical and successful application of a Project Management framework for delivery of Business Analysis products e.g. PRINCE2, APM, Agile PM
- Experience of supporting (and / or) delivering user training to ensure business value is realised and embedded within new processes

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Ability to systematically define and analyse problem situations and facilitate problem solving and solution identification with stakeholders to ensure objective decision-making and positive change / improvement outcomes.
- Ability to maintain focus on agreed objectives and deliverables and make decisions or delegate effectively at the appropriate time, taking into account the needs of the situation, priorities and constraints
- Ability to plan, organise and run facilitated workshops with multiple stakeholder groups, face to face, online or in a hybrid approach.
- Finely tuned stakeholder engagement skills to ensure stakeholders at all levels are effectively involved.
- Ensure a holistic view is adopted to identify and analyse wide-ranging problems and opportunities.
- Excellent communication and presentation skills
- Effective, approachable, and sensitive communication skills with the ability to adapt style and approach to meet needs of different audiences
- Conceptual and analytical thinker; attentive to detail; strategically focused; customer oriented approach; a positive advocate for change; well organised with the ability to manage and prioritise own workload as well as other team members; methodical, calm and clear-thinking under pressure.
- Keenness to research current marketplace and keep up to date with commercial developments.
- Flexibility to work out of hours on occasion to meet user or service expectations.
- Fully committed to development as a Business Analyst professional
- Full 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



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 20 September 2026.

Interviews will take place on 05 - 20 October 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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