



Job description

Agile Development Team Business Analyst

September 2020.

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched partnerships with 22 universities in Europe, North America and Asia. We have enrolled over 67,000 students from 166 countries and now have about 1700 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

Role context

INTO continues to develop its range of external-facing customer portals to increase the range of its digital interactions with all customer groups. This post will play a significant role in articulating the requirements of business stakeholders and in working to optimise the development of new products.

Reporting line

The role reports to the Delivery Manager.

Job purpose

As Business Analyst, you will help us create and improve great software and online products, by identifying and “translating” stakeholder requirements for a code development team to build, within an agile framework.

In addition, you will coach and educate Product Owners and other team members to improve the teams' capacity to plan and carry out software development projects through appropriate tools, processes and agile approaches.

Key accountabilities and duties

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- Gather user requirements from subject matter experts and stakeholders and translate these into requirements for agile software development.
- Support Product Owners to analyse project needs, develop project outlines and actionable user stories.
- Work alongside development teams to refine the details of requirements and acceptance criteria where necessary.
- Educate and mentor team members to further develop their abilities to understand business needs, and how to create appropriate user stories and project plans for themselves.
- Give guidance to teams in agile processes, scrum ceremonies and team development.
- Assist in promoting high standards of process and quality across all teams.
- Investigate business processes to identify possible improvements in process and in technological support.
- Research and evaluate of internal and external topics as they arise.

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

The post is based in Brighton. Travel within the UK and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Please see the next page for person specification...

Person specification

| | Essential | Desirable |
|----------------------------------|---|--|
| Legal status | <ul style="list-style-type: none"> • Must be eligible to work in UK | |
| Education/ qualifications | <ul style="list-style-type: none"> • Ideally hold a degree in Computer Science, Business or demonstrate the relevant experience • | <ul style="list-style-type: none"> • Professional Agile certification, <ul style="list-style-type: none"> • e.g, Certified Scrum Master, • Professional Scrum Master. • Recognised certification in project methodologies e.g. PRINCE 2, • Recognised certification in Business Analysis techniques. |
| Experience/skills | <ul style="list-style-type: none"> • Knowledge of software development lifecycle, processes and practices • Familiarity with software and project tools, e.g. JIRA, Confluence, InDesign, MS Project • Participation as a member of an agile team using Scrum • Identifying business requirements and documenting these into agile user stories • Using agile techniques and tools: Writing user stories, story mapping, project planning • Experience in evaluating risks and predicting potential problems with process change • Experience of gathering data by communicating with stakeholders and customers, interpretation of Business Insight data, and other research methods • Confident in documenting and communicating research findings to | <ul style="list-style-type: none"> • Knowledge of other agile frameworks, e.g Kanban, DSDM, SaFe • Coaching teams to improve performance • Experience acting as Scrum Master • Experience acting as Product Owner of software or technical products |

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| | <p>staff</p> <ul style="list-style-type: none">• Enthusiasm, energy and ability to motivate teams• Strong skills in communication, empathy and conflict resolution | |
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