



JOB

DESCRIPTION

1. JOB SPECIFICS

Job Title:	Business Analyst
Reports to:	Head of Data & Engineering
Location:	Office or home based with travel to stakeholder meetings
Department:	IT – Transformation Team

2. ABOUT THE ROLE

What you'll be doing?	<p>Working as part of a cross-functional product and technology team, you will help shape and continuously improve products and services across QA Higher Education. You will connect business needs, user outcomes and technology delivery, ensuring opportunities are understood, prioritised and translated into valuable, testable increments.</p> <p>The product portfolio includes significant technology and data components and supports digital transformation across the business. You will work across discovery, delivery and ongoing product improvement.</p> <p>You will contribute to the successful delivery of business change by</p> <ul style="list-style-type: none"> • Using evidence from users, operational data and stakeholders to define problems, desired outcomes and measures of success • Working with Product Managers or Product Owners to shape product goals, prioritise opportunities and maintain a clear, outcome-focused backlog • Translating validated needs into user stories, acceptance criteria, process and other artefacts that enable effective delivery • Supporting iterative delivery, validation, adoption and value realisation throughout the product lifecycle
Key Responsibilities	<ul style="list-style-type: none"> • Partner with users, business owners, technology teams and suppliers to understand product goals, customer needs and operational challenges • Plan and lead discovery activities, including interviews, workshops, observation, process analysis and data analysis, to identify and validate problems and opportunities

	<ul style="list-style-type: none"> • Define clear problem statements, user and business outcomes, assumptions, constraints, dependencies and measurable success criteria • Help shape product options and minimum viable approaches, balancing user value, business value, risk, cost and technical feasibility • Create and maintain user journeys, service and process maps, business rules, data flows and specifications where these support product decisions and delivery • Work with teams to create, refine and prioritise backlog items, including user stories, acceptance criteria and non-functional requirements • Ensure backlog items are sufficiently understood and ready for delivery, while avoiding unnecessary specification before learning is available • Support delivery teams throughout iterative design, build and testing by resolving questions, clarifying intent and validating outcomes with users and stakeholders • Contribute to product ceremonies, including planning, refinement, reviews and retrospectives, and promote shared understanding across the team • Define and support user acceptance, operational readiness and adoption activities, ensuring solutions address the validated need • Track product outcomes and benefits after release, using evidence and feedback to identify further improvements • Ensure privacy, security, accessibility, reporting and data governance requirements are considered throughout discovery and delivery • Maintain clear, proportionate product and analysis documentation that supports decisions, delivery and ongoing ownership
KPIs & SLAs	<ul style="list-style-type: none"> • Evidence that user and business problems, desired outcomes and benefits are clearly understood and validated • A healthy, prioritised backlog with clear, testable items that supports predictable flow through discovery and delivery • Quality and timeliness of analysis, decisions and stakeholder alignment, with documentation proportionate to the need • Demonstrable contribution to solution adoption, measurable outcomes, value realisation and continuous improvement
Key Working Relationships	<ul style="list-style-type: none"> • Users, learners, colleagues and business owners • Design, engineering, data, architecture, testing and delivery colleagues

	<ul style="list-style-type: none"> • Subject matter experts, governance teams and operational stakeholders • External partners and vendors • Building trusted relationships through regular collaboration, transparent communication and shared ownership of outcomes
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3. ABOUT YOU

Skills & Abilities	<ul style="list-style-type: none"> • Strong problem-framing, analytical and critical-thinking skills, with the ability to distinguish needs from proposed solutions • Ability to combine qualitative and quantitative evidence to support product decisions • Skilled in user-centred discovery, requirements elicitation, process analysis, user stories and acceptance criteria • Able to communicate complex business and technical concepts clearly to different audiences • Strong facilitation, stakeholder management and collaborative decision-making skills • Comfortable working iteratively in cross-functional teams, responding to evidence and changing priorities • Able to balance pace, quality and proportionate documentation while managing dependencies and risk
Your Knowledge	<ul style="list-style-type: none"> • Knowledge of product management and agile ways of working, including discovery, outcome-based prioritisation, iterative delivery, feedback loops and continuous improvement • Knowledge of a range of analysis and modelling techniques, including current and future-state processes, user journeys, business rules, information flows and data structures • Understanding of product measures, benefits realisation and how evidence is used to assess whether a change has achieved its intended outcome • Knowledge of customer relationship management, student, order management or finance systems and their implementation is an advantage
Your Experience	<ul style="list-style-type: none"> • Demonstrable experience providing business analysis within cross-functional product or agile delivery teams, including work with external partners or vendors • Experience supporting discovery, framing problems and opportunities, validating assumptions and shaping minimum viable approaches • Experience creating and refining outcome-focused backlogs, user stories and acceptance criteria • Experience working iteratively from initial discovery through delivery, release, adoption and continuous improvement

	<ul style="list-style-type: none"> • Experience using user feedback, operational insight and data to inform priorities and evaluate outcomes • Proven experience in stakeholder engagement, workshop facilitation and building shared understanding across business and technology teams
Your Qualifications	<ul style="list-style-type: none"> • A recognised qualification or certification in product management, agile product delivery or product-focused business analysis is desirable, for example Product Owner, Product Management, Agile Business Analysis or an equivalent practitioner qualification • Equivalent practical experience working within cross-functional product teams will also be considered
What you'll bring to QA	<ul style="list-style-type: none"> • Curiosity, creativity and a product mindset: a focus on user needs and measurable outcomes, willingness to test assumptions and learn, and confidence to challenge constructively. You will bring clear communication, strong analytical and problem-solving skills, attention to detail and a collaborative approach to shared product ownership.