The London School of Hygiene & Tropical Medicine

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health. Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Founded in 1899, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies and health services.

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources.

Our diverse research talents, skills and experience, underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

We have 3,000 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

Working in partnership is central to achieving our mission. Our strategic collaborations in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

LSHTM is also a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,000 face-to-face Master's and Doctoral students, 3,000 studying by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses are studied by more than 55,000 participants globally.
LSHTM performs strongly in various global university league tables. In the 2018 Shanghai World Ranking we placed 151-200 overall, and ranked 3rd in public health, 40th in clinical medicine, and 76th in human biology. In the US News Best Global Universities Ranking 2019, we ranked ninth in the UK overall and 13th in the world in the fields of social sciences and public health in the 2019 QS World University Rankings.

In 2017, the inaugural Center for World University Rankings by Subject placed LSHTM first in the world for tropical medicine research, second for parasitology and seventh for infectious diseases, public, environment and occupational health and social sciences and biomedical. LSHTM ranked first in Europe for research impact in sciences, based on its proportion of publications that belong to the top 1% most frequently cited publications, in the 2018 CWT Leiden Ranking.

LSHTM was named University of the Year 2016 by Times Higher Education and awarded a Queen’s Anniversary Prize for Higher and Further Education in 2017 in recognition of our response to the 2014 Ebola epidemic in West Africa. (LSHTM does not appear in the Times Higher Education World University Rankings as universities are excluded if they do not teach undergraduates).

We seek to foster and sustain a creative and supportive working environment based upon an ethos of respect and rigorous scientific enquiry. We embrace and value the diversity of our staff and student population and seek to promote equality as an essential element in contribution to improving health worldwide.

LSHTM is one of around 20 specialist institutions that receive institution specific funding from the Office for Students (OfS). This funding recognises the additional costs that LSHTM incurs because of its unique range of teaching, specialist facilities, and the scale of its contributions to national and international agencies.
JOB DESCRIPTION

Post: Project & Systems Business Analyst

Department: Research Management

Unit: Service Team

Reporting to: Research Service Manager

Staff Reporting to the Post: Not applicable

Salary: Grade 6, £39,300 to £48,800

Duration One year

Scope of the Post

- Support the implementation of the ABW Research Costing and Pricing (ARCP) module for successful integration with existing operational system. This is an excellent opportunity for those with experience delivering technical Agresso improvement work and currently looking to gain further experience in a project-focused role.
- Work as part of the project team set up to focus on delivering results, which support both transformational change and operational improvement requirements across the School. This approach is designed to streamline processes and systems that improve how Academic Departments and Professional Services work, as well as to enhance overall user experience.
- The post holder will act as a liaison among stakeholders across the business and work with various teams throughout the institutional research functions to understand business needs with the aim of improving accuracy, efficiency and controls.
- Responsible for the support and training of academics and research administrators, including producing training documents.
- Exposure to research grants processes would be an asset, either from a technical implementation project or process redesign, as well as from having strong people skills. There is a core requirement for interaction with non-technical individuals.
- Experience of process mapping current ‘as-is’ and ‘to-be’.

Main Duties and Responsibilities

Generic:

- Knowledge and experience of conducting testing for IT systems, ideally using a risk-based approach, and working in large-scale business change projects/programmes using formal methodologies.
- Ability to interact effectively and to build rapport with technical and functional colleagues including developers, managers and stakeholders/end users.
Also, interpret complex information and quickly understand end user requirements drawing on all communication, problem solving and negotiating skills to deliver high quality ‘To Be’ process analysis.

- A commitment to accuracy and the ability to maintain meticulous attention to detail at all times including the awareness of testing standards, methods, and processes.
- To be an active member of the project team, engaging positively with colleagues to undertake strategic development of the service and build/maintain good working relationships and shared understanding between the different areas of the service.
- Communicate with a range of internal and external stakeholders, including Professional Support Services colleagues, Faculty Operating Officers and academics, Finance, IT & PMO functional areas, as well as members of School’s Management Board and Senior Leadership Team (SLT) and other groups and committees

**Functional:**

- Provide regular updates to Research Grant System and Process Improvements Project Board (RGSPI) and management, making an active contribution to overall targets using technical and specialist knowledge to influence and deliver within own service area.
- Interact with software supplier and developer to understand software integration requirements and translation to School’s existing system. Initiate plan, execute, monitor and control business analysis activities on project within agreed parameters of cost, time and quality.
- Work alongside key stakeholders to provide insight during solution development, product deployment and testing stage, to ensure the activities specified in the specification document are implemented and managed effectively.
- Liaise with end users and other stakeholders throughout the project process from inception to post completion reviews, identifying, addressing and resolving differences between individuals and interest groups involved in the project.
- Work closely with the Project Manager and other members of the project team, and be responsible for verifying the functionality and performance of new system developments and major enhancements. Support the development of test specifications/plans in liaison with colleagues and conduct product, regression, interface testing.
PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

<table>
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<tr>
<th>Job Title: Project &amp; Systems Analyst</th>
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<td>Department/Division: Research Operations</td>
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<th>Competency</th>
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| **Education, Qualifications and Training** | • Higher education to degree level, or equivalent, or substantial relevant experience  
• PRINCE2 or similar project management training  
• ISEB/ISTQB certification | E  
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| Experience | | E  
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| • Demonstrable experience of systems upgrades, improvements and developments  
• Experience of successful change management and the introduction of new systems and processes  
• Proven and in-depth experience of computerised research and/or accounting systems (e.g. Agresso – PCB and ARCP modules).  
• Production of technical, functional, training, communications and other deliverables as required  
• Experience in the Higher Education (HE) sector  
• Extensive and relevant research accounting and systems management experience gained within an HE environment |
### Knowledge
- Proven ability to adapt services and systems to meet customer/stakeholder need and identify ways of improving standards
- Knowledge and experience managing all test phases
- Ability to coordinate and conduct test automation and performance testing, track defects and resolve bugs and queries where necessary
- Expert knowledge of Excel to advanced level including Excel’s data management capabilities
- Able to understand the consequences of systems changes and reporting outcomes
- A good knowledge of relational system database

### Personal Qualities
- Able to seek effective solutions to problems
- Collaborative and flexible approach and ability to work well and effectively with financial and non-financial colleagues
- Ability to adapt to change well and to deal effectively with new/competing priorities
- Able to translate complex concepts into realisable outcomes
- Participate in formal Quality Review processes and contribute to the continuous improvement of products, services and testing processes
- Excellent all-round communication and interpersonal skills, including the ability to ask concise questions and use effective listening skills

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<th>Essential (E)</th>
<th>Desirable (D)</th>
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<tr>
<td>E-Essential: Requirement without which the job could not be done</td>
<td>D-Desirable: Requirements that would enable the candidate to perform the job well</td>
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**ASYLUM AND IMMIGRATION STATEMENT**

The School will comply with the Immigration, Asylum and Nationality Act 2006, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UK Visas and Immigration to enable sponsorship of migrant workers. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.
Further information about Certificate of Sponsorship and eligibility to work in the UK, can be found at: [www.ukba.homeoffice.gov.uk/employers/points](http://www.ukba.homeoffice.gov.uk/employers/points)