

Business Analyst

Department:	ITDS
Grade/ Salary:	Grade 7, £44,753 - £49,738 (pro-rata)
Contract Type:	Permanent
Hours:	35 per week (Full time)
Location:	New Cross Campus/Home

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for disabled applicants. Please contact hr-recruitment@gold.ac.uk to make your request.



Department of ITDS

The IT & Digital Services (IT&DS) department provides the digital platforms, infrastructure, and services underpinning learning, teaching, research, and administration at Goldsmiths.

We are evolving towards a **cloud-first, product-led and data-driven environment**, focused on delivering secure, scalable, and high-quality data services that enhance decision-making, insight, and operational effectiveness.

Job description

Reporting to: Head of IT Delivery and Governance

Reports: None

Summary:

We are seeking a motivated Business Analyst to support the design and delivery of digital solutions that align with business needs and objectives.

The primary aim of this role is to work with project and product teams to document and analyse business processes, identify opportunities for improvement, and support the delivery of effective solutions that enhance operational efficiency.

The Business Analyst will work with stakeholders to understand business needs, gather and document requirements, and support their translation into deliverable outcomes across projects and products.

Main duties:

- Support the analysis of business processes and systems to identify areas for improvement
- Create and maintain process maps, flowcharts, and documentation for current and future state processes
- Assist in the development of business cases and supporting documentation
- Prepare clear reports and summaries for stakeholders
- Support gap analysis activities between current and future states
- Participate in workshops and meetings to gather and clarify requirements
- Document business requirements (both high-level and detailed)
- Work collaboratively with business and IT teams to support effective solution delivery

- Support translation of business requirements into functional requirements with guidance where needed
- Maintain accurate and up-to-date documentation of requirements, processes, and solutions
- Assist with testing and implementation of new systems and changes
- Monitor implemented solutions and support continuous improvement activities
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form

I = Interview

T = Test

C = Certificate

R = Reference

P = Presentation

	Category
Essential Criteria 1 - Qualifications	
Relevant degree, professional experience, or equivalent	A, C, I
Desirable Criteria 1 - Qualifications	
Working towards or holding a Business Analysis certification (e.g. BCS or equivalent)	A, C
Essential Criteria 2 - Experience	
Experience working in a Business Analyst or role with equivalent skillset	A & I
Experience supporting business process analysis and improvement activities	A & I
Experience contributing to documentation of business processes, workflows and requirements at high and detailed levels	A & I
Experience participating in requirements gathering activities such as workshops and interviews	A & I
Experience supporting testing and implementation activities	A & I
Desirable Criteria 2 - Experience	
Experience working with CRM, ERP or other enterprise systems	A & I

Experience in Higher Education or a similar environment	A & I
Essential Criteria 3 – Knowledge	
Understanding of software development lifecycle and agile methodologies	A & I
Awareness of business analysis best practice, tools and techniques	A & I
Desirable Criteria 3 - Knowledge	
Awareness of student lifecycle management processes	I
Essential Criteria 4 - Skills	
Ability to work collaboratively with IT and business teams, and to explain technical concepts clearly to non-technical audiences	A & I
Strong analytical and problem-solving skills	A & I
Ability to manage and prioritise own workload with guidance	A & I
Attention to detail and commitment to quality	A & I
Desirable Criteria 4 - Skills	
Ability to produce clear written reports and summaries for stakeholders	A & I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.

July 26

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- 3 days of volunteering leave per annum, plus parental and study leave allowance.

- Maternity, paternity, shared parental leave and adoption leave and pay
- Membership of USS or LPFA pension scheme, dependent upon grade
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.