

NIHR RESEARCH DELIVERY NETWORK COORDINATING CENTRE
Associate Business Analyst



Salary: Grade 6 (£33,951 to £39,906)

Reference:

Associate Business Analyst

Reports to: Susan Walker, Business Analyst

Overview of the Role

The National Institute for Health and Care Research (NIHR) Research Delivery Network Coordinating Centre (RDNCC) is hosted by the University of Leeds and, alongside 12 Regional Research Delivery Networks (RRDNs) hosted by NHS organisations across the country, forms the NIHR Research Delivery Network (RDN).

The NIHR RDN operates as one unified organisation across England, balancing regional context, expertise and leadership with national coordination and strategy involving government policymakers. The RDNCC works across England's health and care system, with staff in all settings, to support the effective and efficient initiation and delivery of research.

You have experience applying a range of business analysis techniques to investigate complex problems in environments with multiple stakeholders and differing perspectives. This involves identifying, analysing, and managing stakeholders at all levels to ensure their interests are effectively addressed throughout the change process. You are proficient in using various elicitation methods, including workshops and interviews, to define business and user needs, which you then translate into well-documented functional and non-functional requirements. Your skills include implementing robust change control processes and using software to create high-quality diagrams and models with notations like UML and BPMN to clearly convey complex information.

You will work collaboratively with colleagues within the RDNCC, wider RDN and across the NIHR and liaise with other stakeholders as required. You will support the operational delivery of organisational change, providing mutual support to colleagues and will be positive and flexible in the way you approach your work.

This role will be based in the RDNCC office on Queen Street, Leeds. We work in a hybrid way with an expectation that all RDNCC staff spend at least 40% of their time office based for the benefit of all staff to ensure collaboration and positive working relationships. We are also open to discussing other flexible working arrangements.

The University of Leeds hosts the RDNCC which means that all RDNCC staff are employees of the University.



As part of the RDNCC's commitment to inclusion and equity of opportunity, our shortlisting stage is undertaken with names removed from job applications. Please do not include identifiable information in uploaded documents, file names or free text fields (e.g., names, photos, contact details) other than those specifically requested in the personal details section.

DUTIES AND RESPONSIBILITIES

Common duties and responsibilities for RDNCC Grade 6 roles

- Support the effective coordination and delivery of activities and projects within the function in line with organisational policies and priorities. Monitoring activities against planned timelines and outcomes, identifying issues that may affect delivery and implementing or recommending solutions.
- Work as an effective member of the team, providing support to colleagues and being involved in recruitment, training and supervision of staff and proactively inputting into the function's service improvement plans and objectives.
- Working collaboratively with RDNCC colleagues, engaging with stakeholders, and actively participating in groups and meetings in order to contribute to discussions, events and opinions to review processes, implement service improvements and support the achievement of operational objectives.
- Make independent decisions about your own work and provide specialist advice and guidance to colleagues and stakeholders to resolve problems and queries and inform decision-making, including analysing and presenting data and management information.
- Demonstrate a positive approach to work in terms of being focussed, flexible, professional, motivated, and personally effective.
- Providing operational support and professional expertise, both within the team and to stakeholders.

Duties and responsibilities specific to this role

1. Identify stakeholders impacted by a proposed change, understanding their perspectives and assessing how their interests are best managed.
2. Use structured techniques to investigate wants, needs, problems and opportunities.
3. Model business processes using relevant techniques and perform business process analysis and improvement.



4. Compare current and future state business situations in order to identify the changes required for business improvement.
5. Conduct requirements elicitation with stakeholders, using appropriate techniques, to identify business and user needs.
6. Analyse, validate, prioritise and document functional and non-functional requirements for business situations, using relevant techniques. Ensure the management and controlled change of requirements.
7. Define acceptance criteria for business and system changes, and support business acceptance testing.

Other duties

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential requirements for RDNCC grade 6 roles

- The ability to positively support organisational change and transformation programmes in the way you approach your work and to provide mutual support and motivation to colleagues.
- A proven ability to work proactively and independently, using own initiative and to solve problems efficiently and professionally.
- Organisation skills with the ability to work flexibly to plan and prioritise work, deliver to deadlines and manage competing demands.
- Interpersonal skills with the ability to work collaboratively and develop and maintain effective working relationships with colleagues and stakeholders.
- Written and verbal communication skills with the ability to articulate information in an engaging way to diverse audiences.
- The ability to analyse and present data in a meaningful and engaging way.

Essential requirements specific to this role



- Experience applying a range of business analysis techniques to investigate situations and problems in a complex business environment with multiple stakeholders and differing perspectives.
- Experience identifying, analysing, and managing stakeholders at all levels, ensuring their perspectives and interests are effectively understood and addressed throughout the change process.
- Experience using a variety of techniques, including workshops, interviews, and observation, to elicit and define business, stakeholder, and user needs.
- Experience eliciting, analysing, validating, and documenting functional and non-functional requirements implementing robust change control processes.
- Experience using software to create high quality diagrams and models to convey information using UML, BPMN or similar notations.

Desirable

- BCS accreditation in business analysis.
- Experience writing User Acceptance Test scripts based on functional and non-functional requirements and supporting User Acceptance Testing.
- Experience delivering requirements and/or testing digital products that conform to the Web Content Accessibility Guidelines (WCAG).
- Experience delivering requirements for digital products that use GOV.UK Design System styles, components and patterns.



Additional information

NIHR Research Delivery Network

The National Institute for Health and Care Research (NIHR) is funded by the Department of Health and Social Care (DHSC). NIHR works in partnership with the NHS, universities, local government, other research funders, patients and the public. The NIHR funds, enables and delivers world-leading health and social care research that improves people's health and wellbeing and promotes economic growth. NIHR is a major funder of applied health research in low and middle-income countries. Further information on the NIHR can be found at www.nihr.ac.uk.

As part of NIHR, the Research Delivery Network (RDN) supports the effective and efficient initiation and delivery of funded research across the health and care system in England for the benefit of patients, the health and care system and the economy. The scope and purpose of RDN is to support:

- Clinical trials and other well-designed health and social care research studies (including studies that are delivered outside of an NHS setting);
- Public health studies that require the recruitment of individuals within an NHS setting (that is, acute, ambulance, mental health, community or primary care) or an episode of care which involves contact with the NHS.

The whole of England will be supported through 12 NIHR Regional Research Delivery Networks (RRDNs). The RRDNs will work with the national Research Delivery Network Coordinating Centre (RDNCC) to provide a joint RDN leadership function so that the NIHR RDN as a whole functions as a single organisation with a shared vision and purpose across England.

The University of Leeds is the provider of the RDNCC, working with and on behalf of DHSC. The University will be the employer for this role.

Working at Leeds

You will be employed by the University of Leeds with access to the same benefits as all of our staff. You will be based at the RDNCC office on Queen Street, Leeds.

Regular in-person interaction is an expectation of all roles in line with service needs and the requirements of the role and we expect all RDNCC staff to spend at least 40% of their time office based. We are also open to discussing other flexible working arrangements.

To find out more about the benefits of working at the University and what it is like to live and



work in the Leeds area visit our Working at Leeds information page.

University of Leeds

At the University of Leeds, we are committed to providing a culture of inclusion, respect and equity of opportunity that attracts, supports, and retains the best students and staff from all backgrounds. Whatever role we recruit for we are always striving to increase the diversity of our community, which each individual helps enrich and cultivate. We particularly encourage applications from, but not limited to Black, Asian, people who belong to a minority ethnic community; people who identify as LGBT+; and disabled people. Candidates will always be selected based on merit and ability.

Information for disabled candidates

Information for disabled candidates, or candidates with impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at hr@leeds.ac.uk

Criminal record information

Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

Visa Eligibility

Please note that due to Home Office visa requirements, this role may only be suitable for first-time Skilled Worker visa applicants if they are eligible for salary concessions. For more information please visit: www.gov.uk/skilled-worker-visa

