



The Royal College of Pathologists

Pathology: the science behind the cure

July 2022

Dear Applicant,

**RE: Business Analyst (24-month Fixed-Term Contract)**

Thank you for your interest in working for The Royal College of Pathologists.

Pathology is at the heart of modern healthcare. Pathologists work to prevent, diagnose, treat and monitor diseases and are involved in the diagnosis of disorders affecting every organ of the body, from before birth to after death. The majority of tests requested by doctors will be performed and interpreted by a clinical scientist or medically qualified pathologist.

This is a fantastic opportunity to join a Royal Medical College whose members have been at the forefront of tackling the COVID-19 pandemic.

The Business Analyst's findings will guide and steer the creation of the next generation IT systems for the college. The post holder will manage and be responsible for planning both short term activities and longer-term projects. These may be complex in nature, requiring a high level of technical understanding across a wide range of technical products and applications as well as a comprehensive understanding of business processes and the context of services to members and across the College.

You will need proven business analysis experience, including providing process documentation, across different and relevant business functions, experience in process and system design combined with experience in designing and managing validation and user testing. You will also need a high level of experience in project management.

These will need to be combined with excellent interpersonal skills and demonstrable ability to build and maintain effective relationships with users as well as being a team player with an enthusiastic approach, and able to work on own initiative.

To apply, please send a **CV** and **completed supporting information form** to [recruitment@rcpath.org](mailto:recruitment@rcpath.org). The deadline for applications is **9am Thursday 11 August 2022**. **We will be reviewing applications and interviewing on a rolling basis, so an early application is recommended.**

If you apply for the post, I would be grateful if you would complete an optional anonymous diversity monitoring questionnaire to enable the College to monitor the diversity of applicants: [RCPath Diversity Monitoring Questionnaire](#)

If you would like to speak to someone about the role, please contact HR in the first instance on 020 7451 6700, or via [recruitment@rcpath.org](mailto:recruitment@rcpath.org).

I look forward to receiving your application.

Yours sincerely,

Joe Larkin  
Head of IT





## Business Analyst (24-month Fixed-Term Contract) Job description

**Reporting to:** Head of IT

**Working hours:** Full time, 35 hours per week

**Location:** The Royal College of Pathologists, 6 Alie Street, London E1 8QT  
(The College currently operates with hybrid working with home working possible)

### Introduction

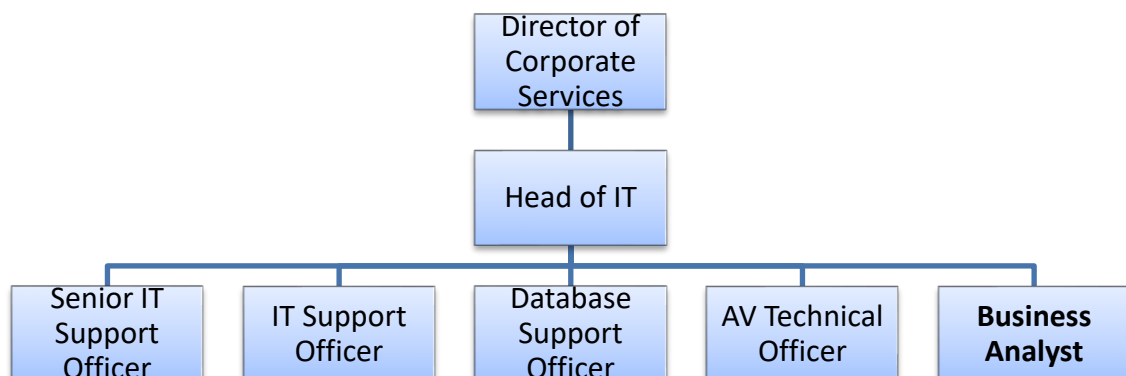
The College is a professional membership organisation dedicated to the advancement of the science and practice of pathology. There are currently approximately 12,000 members, all of whom are pathologists and scientists based in hospitals, universities and laboratories in the UK and overseas. The College's main tasks are to set and maintain training standards for doctors and scientists, to advise on the appointment of consultants, to ensure the membership is kept up to date with current practice through the continuing professional development scheme, and to promote the latest developments in pathology by holding scientific meetings.

The College's mission is to promote excellence in the practice of pathology and to be responsible for maintaining standards through training, assessments, examinations and professional development.

### Directorate

The Business Analyst is a member of the Corporate Services Directorate which provides the College with support for the following activities and functions: -

- Human Resources & Personal Development
- ICT & Management of CRM database
- Facilities Management
- Events Management and Academic meetings for College and associated organisations
- Corporate Business Administration and Committee Services
- Events @ No6 conference venue management





## **Main Purpose**

The main purposes of this role are:

- Support the delivery of the College's Technology Transformation programme by defining business needs and service improvements that are required to be met by future technology.
- Lead on the identification and documentation of business processes including the interactions between the CRM, website and other College systems through process analysis and mapping
- Work with users to understand requirements and support the Head of IT in developing the scope for a project(s) to replace the existing CRM and its' dependent processes
- Lead projects to migrate existing business processes into ones utilising Office365 applications such as MS Teams and SharePoint

## **Key Duties:**

The Business Analyst will undertake or manage the following as part of a multi-year programme to transform all College IT and digital systems. The role will translate College processes and plans for service improvements into a level of detail for technical development to allow the College to develop and implement new technology and digital systems. A comprehensive and detailed understanding of long-term strategy and direction is required in order to carry out this function.

### **A) Business process analysis**

- Discover and document all "as is" business processes and undertake analyses to identify key issues, inefficiencies, and bottlenecks.
- Discover and document all repositories of College-owned data, creating a data dictionary and plan for data cleansing
- To work with key stakeholders to create "to be" processes to address discovered issues in line with project and strategic drivers, highlighting the wider impact of proposed changes
- Identifying, mapping, evaluating business processes, anticipating requirements, uncovering areas for cost savings, efficiencies or improvements; developing and implementing sustainable and practical solutions across business areas with the relevant stakeholders
- Conduct relevant IT security audit and risk analysis associated with the business processes
- To identify technical and process dependencies as a first step in developing a roadmap for a programme to replace existing College CRM and systems

### **B) Requirements engineering**

- To create the scope and documentation of business and technology requirements using a variety of methods, for example, interviews, document analysis, surveys, use cases, competitive product analysis, and/or requirements workshops
- To lead requirements analysis, validation, and verification, and facilitate requirements prioritisation based on business needs
- To collect, review, and analyse additional requirements (e.g., system integration, browser compatibility, etc.) and transfer the same knowledge to the development stage
- To work with college process owners and provide scope and specification documentation to migrate processes to new platforms such as use of MS Teams and SharePoint
- To manage requirements, management of data and information and manage changes to requirements through effective use of change control processes throughout the technical project



**C) Stakeholder and user liaison**

- To effectively communicate relevant information to internal stakeholders
- To balance technology and business issues as well as communicate appropriately with both technology and business experts externally
- Working with any appointed project team personnel to meet the project deadlines, schedules, and methodologies

**D) Security**

- Support the implementation of robust and harmonised security for IT systems
- Reviewing internal audits and IT systems for security purposes with Senior IT Officer

**Other**

- Carry out any other duties and projects appropriate to the post as required.
- Keep abreast of relevant research and developments within own professional field.

**Scope and Accountability**

The Business Analyst is responsible for planning and prioritising their own tasks to make sure that business processes and applications are identified and mapped in a timely and effective manner that meets the timetable and any programme deadlines or milestones. The post holder will manage and be responsible for planning both short term activities and longer-term programmes. These may be complex in nature, requiring a high level of technical understanding across a wide range of technical products and applications as well as a comprehensive understanding of business processes and the context of services to members and across the College. The post holder will be required to adapt and plan projects in parallel according to the College plans and business requirements to change.

The Business Analyst will lead the development of a comprehensive 'inventory' or document library of College wide business processes and contribute to the solutions that provide effective improvements. The post holder will identify solutions and decide on how to implement them within the framework of new developments, existing systems and budgets. The postholder will determine, together with the Head of IT, the priority of projects for individual or College wide changes to applications.

The Business Analyst is responsible for accurately and clearly identifying and documenting systems and processes impacting all College users (internal and external) ability to function with technology systems and applications. The work carried out will be fundamental to a long term, high cost and high value implementation project(s) that impact all areas of work and functionality of the College for member services and staff. The responsibility for testing, auditing and security impacts the ability of College systems and ability to maintain all service delivery to members and staff.

The Business Analyst will be responsible for collecting and documenting vast amounts of process related information from sources throughout the College. This information will need to be carefully curated and documented in order to provide a valuable resource as the College plans for a new CRM system and new ways of working. They may work with external service providers such as developers or data specialists. The information they will handle is crucial to the success of the wider work of the College.



### **Key Relationships**

The Business Analyst is managed by the Head of IT, as a member of the Corporate Services directorate. The post holder will provide input to Corporate Services planning and activities. The requirement is to build and support working relationships with all College staff and external users as they all access IT services. The requirements for the role extend to Events@No6 and members accessing College systems. The Business Analyst will work with external suppliers and contractors and be required to direct and manage their work. The role will require close working relationships with all stakeholders in the longer-term development and implementation of a replacement for the College CRM and other systems.



## Business Analyst Person specification

Requirements	E	D
<b>Knowledge / Qualifications / Experience</b>		
Degree and/or equivalent qualification/level of experience	✓	
Specific Business Analysis professional certification		✓
Proven business analysis experience, including providing process documentation, across different and relevant business functions.	✓	
Experience in process and system design combined with experience in designing and managing validation and user testing.	✓	
Experience in working on projects that have implemented off the shelf solutions, including MS Dynamics and Office365 suite (Teams, Sharepoint etc)	✓	
Experience in working on agile projects as well as traditional waterfall style delivery of projects	✓	
Experience in working with suppliers solutions to integrate solutions into internal solutions via an API.	✓	
Knowledge of Office365 as an administrator and implementing the use of features of Office 365 such as Teams, OneDrive, Sharepoint, Outlook	✓	
Good working knowledge of both server based and cloud based applications	✓	
Experience in IT security processes and procedures	✓	
Experience in providing technical documentation for use by developers and guidance for implementation	✓	
Experience of managing projects or programmes for upgrades, transition of services from providers or from on-site to cloud applications	✓	
High level of experience in project management	✓	
Experience of digital applications and integrated website functionality		✓
<b>Skills / Abilities</b>		
Excellent interpersonal skills and demonstrable ability to build and maintain effective relationships with users.	✓	
Ability to plan and act strategically whilst retaining detailed and methodical approach	✓	



Requirements	E	D
Good organisational skills, with the ability to plan and prioritise work under pressure, meeting deadlines with tight schedules and multiple projects	✓	
Decision making ability	✓	
Good problem solving skills with a methodical approach to solving technical problems	✓	
Good written and verbal communication skills, to provide support via email, telephone, face to face and to develop of written guidance, communicating solutions in clear language to non-technical customers	✓	
<b>Personal qualities</b>		
Commitment to creating a first-class user experience	✓	
Team player with an enthusiastic approach, and able to work on own initiative	✓	
A flexible and positive approach to work, and keen to take on new challenges	✓	
Excellent attention to detail	✓	
Resilience and calmness under pressure	✓	
A commitment to keep up to date with developments in technology	✓	
Commitment to a customer focused culture	✓	
Commitment to equality and diversity and understanding of how this would apply to own role and responsibilities	✓	



## Working for the Royal College of Pathologists

We offer a supportive working environment, promoting values of quality service, teamwork and partnership. We offer the following benefits to employees:

Competitive Salary	The salary for this Grade 5 role is £46,657 per annum with competence-based pay progression.
Hours	Standard working hours are 35 hours per week, Monday to Friday, 7 hours per day (excluding lunch hour).
Annual Leave	25 days per annum, plus bank holidays, increasing with length of service.
College Closure Days	The Trustee Board every July decides whether it will close the College between Christmas and New Year.
Employee Discount Scheme	The College has an employee discount scheme operated through Reward Gateway. This scheme offers employees discounts and cashback with major retailers.
Pensions	Employees will join the College pension scheme.
Interest-free season ticket loan	You may apply to the College for an interest-free loan to purchase an annual season ticket.
Cycle to work scheme	The College offers an interest free loan as part of our cycle to work scheme.
Employee Assistance programme	Through this programme employees have access to a confidential counselling service, health advice, emotional support as well as a comprehensive occupational health service.
Learning and Development	The College offers learning and development opportunities for all members of staff.
Maternity Pay	Enhanced maternity pay, with up to 8 weeks at full pay, and 18 weeks at half pay.
Paternity Pay	Two weeks full pay.
Flexible Working	Flexible working is supported.

This is an example of current benefits provided, subject to eligibility requirements, and it is not contractual.





The College's values and behaviours **set out the kind of organisation we are, what is important to us collectively, and how we work to achieve success.** They apply to staff members, honorary officers and volunteers. We also share our values and behaviours with contractors and others working within the College.



### Teamwork

#### We achieve excellence by working together.

- We collaborate, share knowledge and communicate plans.
- We involve the right people at the right time.
- We work cohesively towards common goals.
- We value diversity and the contribution and expertise of others.
- We provide, seek and act on constructive feedback.
- We approach tasks with energy and focus on positives.



### Service

#### We support members to deliver the best patient care.

- We provide a welcoming, consistent and professional service.
- We listen to our members to understand and respond to their needs.
- We deliver impartial and accurate information and advice.
- We seek opportunities to improve the value of benefits for all membership categories.
- We are positive, open and transparent.
- We are reliable, delivering within agreed timescales.



### Ambition

#### We aspire to provide the best quality services and lead innovation for pathology.

- We strive to be the best we can be. We are resilient and determined.
- We take managed risks and learn from our mistakes.
- We take a proactive and solutions-focused approach to our work.
- We use innovation and creativity to improve the quality and efficiency of our work.
- We are committed to continuous learning and development.