POSITION DESCRIPTION

USP
THE UNIVERSITY OF THE
SOUTH PACIFIC

IDENTIFICATION

Position Title: Senior Business Analyst
Position Number:
Section: Office of the Chief Operating Officer
Department: Strategic Projects & Initiatives Unit (SPIU)
**Location:** Laucala Campus

Current Incumbent:
Date of substantive appointment:
Reports To: Director SPIU
Supervised by: Director SPIU
Category: Professional
Grade: Level 4

ORGANISATIONAL CONTEXT

The University of the South Pacific (USP) is a premier regional institution uniquely governed by twelve member countries and dedicated to providing high-quality education and research opportunities to its diverse student body across the Pacific Islands. USP aims to empower individuals and communities through education, fostering sustainable development and enhancing regional cooperation.

The Senior Business Analyst will be a key role in the dynamic Strategic Projects and Initiatives Unit (SPIU), established within the Office of the Chief Operating Officer (COO), to drive and support the implementation of key change projects and initiatives to transform the University and enhance its student experience.

STRUCTURE
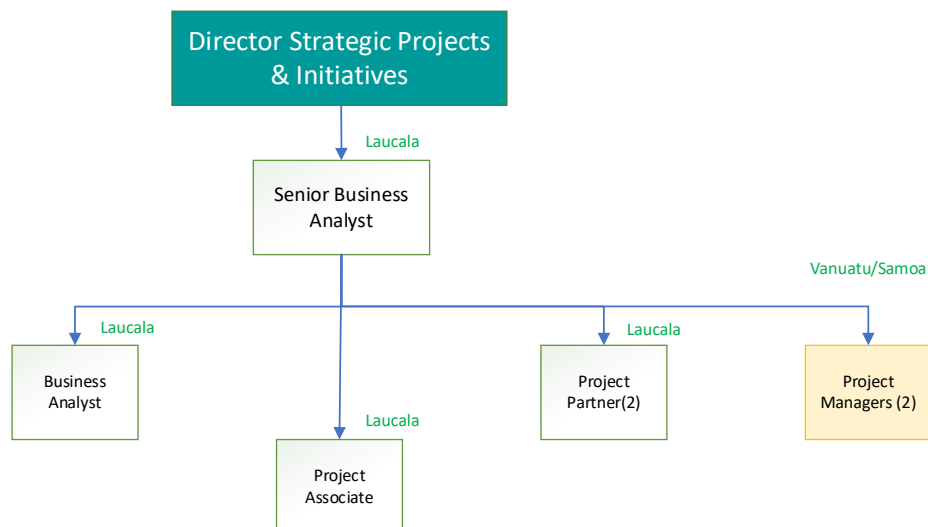
PURPOSE

The Senior Business Analyst will drive organizational change, actively facilitating consultation and collaboration with process and product owners to align the academic delivery and administrative services of the schools, sections and campuses with the University's strategic goals and objectives.

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NATURE AND SCOPE

The Senior Business Analyst will work closely with the Director SPIU to advocate student centricity; identify areas to enhance performance, productivity and employee engagement; and implement changes and solutions that will contribute to USP's strategic objectives by:

- Enhancing operational efficiency through data-driven insights.
- Facilitating innovation in educational delivery and administrative processes.
- Progressing USP's commitment to sustainable development and regional collaboration.

The Senior Business Analyst will be required to know the University business and goals, and lead the documentation and interpretation of university processes, products and services through data analysis, to identify areas for improvement; recommend solutions to enhance efficiency and effectiveness; and to facilitate data-driven decision-making and changes, in close consultation with management, process owners, users and other stakeholders. This role requires a focused individual who can lead a team and work closely and confidently with different levels of internal and external stakeholders to initiate change and improvement.

Key Responsibilities:

- **Deputises for the Director Strategic Projects and Initiatives**
- **Data Analysis:** manage the collection, analysis and interpretation of data to identify trends and potential risks or opportunities that inform strategic initiatives and operational improvements.
- **Process Improvement:** assess options and recommend strategies to streamline, optimize or automate business processes to enhance productivity and effectiveness.
- **Solution Development:** develop and recommend solutions to address identified issues, which may involve new systems, processes, or technologies.
- **Stakeholder Engagement:** engage with stakeholders including students, staff and external partners to communicate findings and ensure changes align with USP's strategic goals.
- **Reporting:** work closely with IT team to develop and maintain comprehensive reports and dashboards to track performance metrics and support decision-making.
- **Project Assessment:** define and document requirements for new projects, initiate project design, assess project plans to determine prioritization and alignment with the University's priorities, and track implementation, completion and reporting. Straddle the line between strategy and execution, working closely with the project partners, project managers, business analysts and relevant stakeholders to ensure that projects align with organisational goals while maintaining operational efficiency
- **Training and Support:** assess and develop training programmes and support to staff on new systems and processes, fostering a culture of continuous improvement
- **Change Management:** act as a connector between process owners, business and IT to implement changes.

The Senior Business Analyst may be required to travel to other USP campuses, to work additional hours and weekends and within tight deadlines.

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POSITION DIMENSIONS
Give details of staff and total level of costs within the organization under the position's overall control.

Staff Responsible for:
Directly: N/A   Indirectly: N/A
Total Level of Costs: N/A

Limits of Authority:
Financial: $ NIL   Non-Financial: NIL

Key Relationships /Internal and External Contacts:

External	Purpose of Contact
• Development Partners • Higher Education Institutions • Regional Organisations (CROP)	• Consultation on key initiatives to be implemented by USP
Internal	**Purpose of contact**
• COO Portfolio Directors • Campus Directors • Heads of Schools & Institutes • Student Association • Project Teams	• Consult on change initiatives and design • Agree on key project deliverables • Collaborate on implementation of key initiatives • Report on performance • Monitor and evaluate project and change outcomes

KEY RESULT AREAS / KEY ACHIEVEMENT AREAS

Key Result Areas *Jobholder is responsible for*	Performance Measures *Jobholder is successful when*
Data Analysis • Manage collection, analysis, and interpretation of data to inform strategic initiatives and operational improvements.	• Relevance and usefulness of data analysis and interpretation for decision making • Timeliness and quality of data collection and reporting.
Process Improvement • Identify inefficiencies in current business processes and recommend solutions to enhance productivity and effectiveness.	• Number of process improvement initiatives fully implemented. • Extent of efficiency gains (e.g. time saved, cost reductions) from implemented changes.
Stakeholder Engagement • Collaborate with staff, students and external partners to gather requirements and ensure alignment with USP's strategic goals.	• Stakeholders feedback on the effectiveness of engagement and outcomes • Number of cross-departmental initiatives led or participated in. • Relevance and quality of communication
Reporting • Develop and maintain comprehensive reports and dashboards to track performance metrics and support decision-making.	• Frequency and relevance of reports generated for decision-making. • Adoption rate of insights and recommendations by management.

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Project Assessment • Communicate new project requirements • Initiate project design • Assess project plans • Track project implementation and completion	• Number of projects supported that align with strategic objectives • Percentage of projects completed on time and within budget.
Training and Support • Assess and develop training programmes and support to staff on new systems and processes.	• Participant feedback on relevance of training • Extent of improvement in staff performance post-training.

In addition to the above key result areas, the position holder will assist in any other duties as and when required by the Director SPIU.

TERMS & CONDITIONS

Salary: Level 4 of the Professional Category
Length of Contract: 3 years
Gratuity and Allowances:
Other Benefits:

POSITION SPECIFICATION

Qualifications and Experience (or equivalent level of learning)

Essential	Desirable
• Bachelor's degree and postgraduate qualification in Business Administration, Information Technology, or a related field. • Minimum of six (6) years experience in management or senior business analyst or a related role, preferably in an educational or public sector environment.	• Master's degree preferred.

Key Competencies

Essential	Desirable
• Demonstrated leadership in business analysis, organizational change and improvement • Decisive with strong analytical and problem-solving skills. • Ability to communicate complex information clearly and concisely to both technical and non-technical audiences • Understanding of business principles, processes and operations • Proficiency with relevant software and technologies for data analysis and project management (e.g. Excel, SQL, BI tools). • Ability to work collaboratively, build relationships and facilitate partnerships in a multicultural environment. • Advanced reporting skills	• Work experience in a tertiary institution and in the Pacific region

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APPROVAL

Supervisor name:

Supervisor's Signature: Date:

Staff Name: Staff ID:

Staff Signature: Date:

Why Join Us?

- *Impactful Work: Contribute to initiatives that enhance educational opportunities and community development across the Pacific Islands.*
- *Collaborative Environment: Work within a diverse and inclusive community that values innovation and cultural heritage.*
- *Professional Development: Access to continuous learning opportunities and career advancement within a leading regional university.*