

<b>Job title:</b>	Business Systems Analyst
<b>Reports to:</b>	Business Systems Manager
<b>Business area:</b>	IT & Library Services
<b>Responsibility for others:</b>	No

## JOB DESCRIPTION

### Purpose and context:

The post holder will be part of a small, focussed team, who is responsible for ensuring the Group's systems are reliable, effective and relevant to the business needs of the Group.

Using their technical expertise and business process knowledge, the post holder will be working under the direction of the Head of Business Systems, supporting the implementation of the Group's Business System Strategy.

Be responsible for supporting, administering and developing a variety of Group business systems and applications, as well as training users in their effective operation. They will also be responsible for project managing the implementation of systems as and when required.

The post holder will need to build effective working relationships with staff at all levels, and work collaboratively with a range of people to explore new ways of exploiting IT applications and information systems to provide outstanding teaching and learning for students and meet business needs.

It is vital that the post holder is able to translate business needs into relevant systems and solutions.

The following list is intended to give an indication of the range of duties and responsibilities it does not specify all aspects of the role.

### Duties and responsibilities:

- Under the direction of the Head of Business Systems, support the Group's drive towards a single, unified systems structure.
- Provide assistance, analysis and advice to staff with regard to Group business systems and applications.
- Ensure systems, applications and solutions are high quality, scalable and extendable.
- Provide assistance and support to staff and students with regard to use of the Group's VLE and associated eLearning technology.
- Support the continuing development of existing systems and the implementation of new systems by designing, facilitating and delivering training for users of IT services and providing information, demonstrations, drop in sessions, online materials and user guides.
- Manage own workload, prioritise tasks and work in a proactive manner to ensure excellent customer service is provided to both staff and students in a timely, responsive manner which manages expectations.
- Develop and create reports based on data held in the Group's business systems, anticipating and responding to user need.
- Use knowledge of business processes, Group structure and funding methodologies to ensure these reports are relevant and able to support business decisions.

- Be able to analyse large quantities of data, explain, and present it to key stakeholders.
- Manage and develop applications/systems, ensuring they meet the Group's business needs.
- Liaise with and support customers in an efficient and courteous manner.
- Document all activities in accordance with IT Services and Group guidelines.

### **Responsibilities of all employees:**

- Undertake a proactive approach to safeguarding and promoting the welfare of all students, ensuring personal compliance with all Group policy and procedure relating to the safeguarding of students.
- Be alert to any indication or allegation of abuse and take appropriate action, as necessary.
- Committed to upholding British Values, celebrating equality and diversity, and maintaining a culture of respect and tolerance.
- Celebrate and value the diversity brought to our workforce by individuals, providing positive role models and an all-inclusive approach.
- Act in accordance with data protection legislation.
- Participate in team meetings and development opportunities as identified.
- Ensure the health and safety of students, staff, and resources within their scope of responsibility.
- Ensure risk assessments are undertaken, updated, and submitted in line with Group policy.
- Undertake appropriate learning and development, to the equivalent of at least 30 hours (pro rata) each year.
- Ensure students receive a positive introduction into College life through involvement in all identified aspects of the enrolment process.

### **Our Values:**

Our values act as the moral compass for our organisation. They encapsulate the way we do things, how we behave and how we make our decisions. These are the values we stand behind -

#### ***Respect***

We clearly communicate with transparency and integrity and show kindness and passion for the things we do

#### ***Inclusion***

We create a safe and sustainable environment where all can thrive, enabling creativity and individuality

#### ***Ambition***

We aspire for excellence, continually growing and looking for opportunities to innovate and develop

#### ***Collaboration***

We take individual and collective accountability and work together to seize opportunities to continuously improve

This Job Description is intended to provide a guide to the duties and responsibilities of the post and to set in context within which the post holder will operate, duties may vary from time to time without changing the general character of the post. It should not be regarded as a legal document or a set of conditions of service.

An appointment to this post will be subject to an enhanced disclosure from the DBS, Children's Barred List (List 99) check, receipt of at least two satisfactory references, provision of evidence of identification and right to work, evidence of essential qualifications and medical clearance.

<b>Person Specification: Business Systems Analyst</b>		
<b>NOTE TO APPLICANTS – please ensure you note in your online application form how you meet the criteria below. This is used for shortlisting purposes.</b>	<b>Criteria: Essential Desirable</b>	<b>Assessed: Application Interview Task References</b>
<b><u>Qualifications and Training:</u></b>		
HND/HNC in an IT related subject or equivalent experience	E	A
Educated to GCSE grade A* - C / 9 – 4 or equivalent in English	E	A
Educated to GCSE grade A* - C / 9 - 4 or equivalent in Maths	E	A
Safeguarding and Prevent training (or to be completed within one month of appointment)	E	I
<b><u>Relevant Experience:</u></b>		
Experience of delivering training	E	A, I, T
Experience of extracting data from Microsoft SQL/Oracle SQL/MySQL and managing/administering databases and/or using reporting tools like Power BI.	E	A, I, T
Experience guiding and supporting colleagues in more junior roles.	E	A, I
Experience contributing to project delivery activities.	D	A, I
Experience of academic administrative processes (for example the College enrolment process)	D	A, I
Experience of FE/HE environment and curriculum	D	A, I
Experience of supporting and administering online platforms such as Microsoft Teams, SharePoint or Moodle.	D	A, I
Experience of utilising modern technologies such as AI, Power Automate.	D	A, I
<b><u>Skills and Knowledge:</u></b>		
Excellent interpersonal skills	E	I
Excellent problem solving skills	E	I, T
Excellent communication skills both verbal and written	E	A, I, T
The ability to form and maintain appropriate relationships and professional boundaries with children and young people	E	I, R
The ability to form excellent working relationships with other departments	E	I
Able to interpret data and data hygiene issues through proven work experience or qualification	E	I, T
Ability to make clear presentations to staff at all levels	E	I, T
Excellent working knowledge of Microsoft SQL/Oracle SQL/MySQL	E	T
Ability to analyse large quantities of data	E	A, I, T
Ability to translate highly technical concepts and explain them to non-technical users	E	I
Working knowledge of GDPR	D	I
Knowledge of Microsoft Office	D	I
Knowledge of Microsoft SharePoint	D	I
Knowledge of HTML, CSS, ASP, IIS and/or similar web technologies	D	I, T
Understanding of marking schemes used in the delivery of FE programmes	D	A
Ability to maintain high standards whilst working under pressure	E	I
<b><u>Additional Factors:</u></b>		
Be proactive and able to question decisions	E	I
Flexible approach to working practices	E	I

Good team player	E	I
Ability to learn quickly and adaptable to change	E	I
A professional approach	E	I
Demonstrate an understanding of good customer service	E	I
Ability to prioritise workload and adhere to set deadlines	E	I
Methodical approach to tasks	E	I
Able to understand and follow complex rules and procedures	E	I
A commitment to the principles of Equality & Diversity	E	I
As the Group is a multi-campus site, flexibility and willingness to work across all sites and business is required	E	I

*Please note that due to the volumes of interest and applications, we are unable to give individual feedback to applicants where they have not been shortlisted and selected for interview.*