

Job Description

Job Title	Graduate Software and Process Analyst	Employee Name	
Reporting to	Business Systems and Software Manager	Responsible For	n/a
Location	Honingham Thorpe, Colton, and any other reasonable locations as required.		

Overview of Role

To work as part of the Group Operations Team to assist in the scoping, implementation, roll out, delivery and continuous improvement of new systems and software. Working closely with internal and external stakeholders to understand system and software capabilities as well as business processes and end user requirements. Assistance with increasing user engagement with all software, helping to proactively identify efficiencies and process improvement within the business.

Duties and Responsibilities

- You will assist in the scoping, implementation, roll out and delivery of new systems and software.
- Encouraging staff engagement with business systems and software and assist the Business Systems and Software Manager in monitoring the levels of engagement.
- Assisting in regular reviews of business systems and software in conjunction with key stakeholders and end users to ensure they continue to meet the needs of the users and the business.
- Working with the Business Systems and Software Manager to increase efficiencies across the business.
- Liaising with external partners and other key stakeholders.
- Providing basic system and software support face to face, via telephone and via remote assistance to end users.
- Working on basic user administration tasks, such as setting up new users (it's not glamorous but it's necessary!)
- Logging bugs and new feature requests and communicating progress with key stakeholders and end users.
- Coordinating the testing of new software releases before they go live to ensure they meet the needs of end users.
- Work proactively to solve problems and find new and improved ways of working.
- Working on other tasks as required – we're here to get the job done!
- Attending shows and events as appropriate – always acting as an AF ambassador.

Performance Measures

KPIs are to be confirmed when in post

Person Specification

As our Graduate Software and Process Analyst you will help create, develop and deliver innovative solutions to complex and challenging stakeholder problems. It's work that calls for individuals with a positive attitude and aptitude who thrive in a fast paced and intensely collaborative environment. You'll be interested in the full life cycle of our service and, as such, will have a keenly developed interest in project

management. As a Graduate in the AF Group it is our aim to train and support you so that you will be able to apply your skills in our Group Operations team.

- knowledge of hardware and software and programming
- the ability to learn quickly
- the ability to contribute to a team effort
- a logical approach to problem solving
- good interpersonal and client-handling skills, with the ability to manage expectations and explain technical detail
- business awareness
- a methodical, investigative and inquisitive mind
- presentation skills
- excellent oral and written communication skills
- planning and negotiating skills
- an interest in the way organisational processes work.

Qualifications & Experience

At least a 2:1 in one of the following degree subjects:

- business information systems
- business studies
- computer science
- information technology
- information management systems
- economics
- finance
- Project management qualification or experience.

(If your degree is in a business-related subject, you'll need to demonstrate interest in - and a clear understanding of - technology and information management systems, preferably with evidence of relevant qualifications outside your degree studies).

Personal Qualities

- Drive, enthusiasm and resilience - we work in a multi-faceted and challenging environment
- Commitment to attain delivery goals and personal objectives
- Strong interpersonal skills.
- A strong interest and desire to succeed alongside an ability to update skills frequently as new technologies evolve.
- Friendly and approachable personality, expert at building rapport
- initiative and self-confidence

Signed (Employee):

Signed (Manager):

Date: