

Job Description

Job Title	Business Systems 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 in the scoping, implementation, roll out, delivery and continuous improvement of 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. Proactively to increasing user engagement and satisfaction with all software, identifying efficiencies and process improvement within the business.

Duties and Responsibilities

- Scoping, implementation, roll out and delivery of new systems and software, including documenting changes to current processes.
- Managing staff engagement with business systems and software and work with the Business Systems and Software Manager in monitoring the levels of engagement, providing them with key insights.
- Regularly reviewing 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.
- Manage significant process developments, including analysis, interpretation and comparison of a range of options and projects, and reporting to stakeholders as appropriate.
- Working with the Business Systems and Software Manager to increase efficiencies across the business.
- Liaising with external partners and other key stakeholders.
- Providing first line system and software support face to face, via telephone and via remote assistance to end users.
- Working on first line user administration tasks, such as setting up new users (it's not glamorous but it's necessary!).
- Progressing and managing logged process related issues and requests for change.
- Coordinating the testing of new software releases before they go live to ensure that they are fit-for-purpose, robust, safe and meet the needs of our end-users.
- Recording and tracking changes to ensure a robust and transparent audit trail of all tests/audits for reference and investigation purposes.
- 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 Business Systems 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.

Qualifications & Experience

Educated to degree level in business, computer science or IT (and/or demonstrable knowledge and experience in a similar role).

- knowledge of hardware, 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.
- evidence of continued professional development

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

Values

Service - **We will delight you in every transaction**

- We understand and agree people's expectations and accurately fulfill them
- We care and demonstrate empathy in every interaction
- We build genuine and long-term relationships
- We work at a consistently high standard and provide the best quality service
- We communicate in a positive and professional way
- We leave a lasting and positive impression
- We get things right and don't cut corners

Excellence - **We strive to be outstanding in everything we do**

- We go above and beyond agreed expectation
- We listen and understand people's requirements
- We share expertise and knowledge
- We take responsibility

Responsibility - **We do what we say we'll do, with integrity**

- We understand the impact of our actions and act accordingly
- We act with integrity and in the interests of AF, its people and the communities in which we do business
- We are responsible and ethical
- We are motivated and act in an efficient and productive way
- We take ownership and see things through

Value - We add value

- We ask the right questions to understand people's needs
- We ensure we provide ease of purchase, continuously improving our processes
- We act on requests in a timely way
- We get things right first time, providing an efficient, reliable and trusted service
- We identify beneficial opportunities across all of our services
- We see and think beyond people's initial needs, helping to propose and deliver solutions
- We plan and are well prepared
- We forge strong relationships built on trust and commitment

Signed (Employee):

Signed (Manager):

Date: