

Role Description

Title: Systems Analyst

Reporting to: Head of Projects & Campaign Operations

To: Ensure the smooth, timely and successful delivery of business process and technical change specific to designated client accounts.

In a way that: Is client and service focussed. Delivering its services so that client feedback is exemplary

So that: Woods Valldata has a sector leading client services offering, which is proactive, efficient and acknowledged as sector leading. To ensure customer and internal feedback is exemplary

Key priorities:

- **Client retention** – by offering proactive, exemplary service standards to all clients
- **Query resolution** – setting sector standards for both quality and speed

General priorities:

- Support the Head of Projects & Campaign Operations as required in and around the following areas;
 - System, data and physical security within the department
 - Health and Safety of all departmental areas
 - Compliance with PCI and GCRTS and other relevant standards
 - Continuous improvement initiatives
- Participate and take an active role in meetings, offering opinion, and helping lead debate
- Work closely and collaboratively with the other teams
- Ensure that all working practices are carried out within agreed standard operating procedures
- Document ways of working and ensure the relevant documents are maintained and updated as appropriate

Departmental priorities:

- Act as the Lead Business Analyst on nominated accounts
- Run standard changes within the scope of their role
- Conduct investigations into clients' services, including but not limited to the investigation of data, trend and incidents
- Develop and/or maintain comprehensive service documentation for their accounts, including clients' operational specifications
- Work with the development and technical teams to scope, manage and implement change
- Act as a point of engagement with the testing team; production of the user acceptance testing associated with their changes
- Acknowledgment of client queries within 24 hours of receipt and solutions provided within agreed timeframes
- Update and maintain communication materials associated with client accounts for use in Woods Valldata
- Provide support to Head of Projects & Campaign Operations on tasks as required

- Ensure that all working practices are carried out within agreed standard operating procedures

Whilst particular reference is made to the above procedures it is a stipulated requirement that an awareness and compliance is necessary with all relevant Valldata Woods Group Policies and Procedures.

Skills and experience:

Essential:

- Prove experience in a comparable role
- Thrives in a fast-paced, ever-evolving environment
- Extensive experience of directly briefing IT development and Test Teams on requirements
- Ability to liaise with non-technical teams/clients using non-technical language
- Proven success in managing a considerable number of small projects concurrently
- Comfortable liaising with technical teams using some technical language (SQL)
- Ability to read and write SQL to the level needed to interrogate data
- Excellent communications skills
- Excellent Microsoft Office skills
- Exposure to an IT Development environment
- Ability to obtain DBS Clearances
- Analytical and numeracy skills
- Self-motivated

Desirable:

- Formal IT Qualification
- Formal Business Analyst Training
- Formal IT Service Management Qualifications (such as ITIL)
- Experience in the Charities Sector