

Job Title: Business Systems Analyst	
Job Evaluation Number	B411

JOB DESCRIPTION

Job Title: Business Systems Analyst	Location: Corporate Finance, Meadow House
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: Business Systems & Information Accountant or Business Systems Support Manager	Band level: 3H
Staff Responsibilities (direct line management of): Nil (one job holder will line manage 1 x Support Analyst)	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Develop a comprehensive support between core business support systems by using innovative solutions that minimise disruption to stakeholders, and deliver concise and quality management information to all the specialist functions, and the Force as a whole.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The GENERIC key result areas in the role are as follows:	% time
1. Design, develop and publish information from the business support systems and databases that meet internal and external user requirements for management of information.	20
2. Deliver accurate data from validating processes, reconciliation, spot checking for inconsistencies and instigate resolutions that may affect all staff including specials and volunteers, e.g. Carplan systems, Aptos, PeopleSoft, etc.	15
3. Act as primary contact to suppliers when planning, implementing and delivering robust and fully tested upgrades and patching to promote confidence in the integrity of data, user sign off and the avoidance of Her Majesty's Revenue and Customs (HMRC) penalties and incorrect payments, e.g. ensure audit sign off, maintenance of data tables, transfers and catalogues, etc.	15
4. Resolve complex faults, and conduct testing within the business support systems, minimising disruption and ensuring consistent availability for users, enabling deadlines to be met and payment processes to be consistent.	15
5. Embark on business process improvement to ensure usability requirements are analysed and implemented to deliver the optimal system ergonomics.	10
6. Responsible for providing mentoring and technical advice to the Support Analysts on development and maintenance issues, e.g. Force e-forms catalogue and the timely delivery of information.	10
7. Document and develop succinct user guidance and training packages for core business support system users.	5
The SPECIFIC key result areas in the role are as follows:	% time
8. Business Systems Support - Enable payments to staff and suppliers, as well as maintain the appropriate hardware and software for processing and delivery e.g. manage and process regular electronic/cheque payments where failure of these systems could leave the Force vulnerable to non-delivery of key operational supplies and place our SME suppliers in potentially financial hardship.	5

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9. Business Systems & Information Support - Engage with users to ensure that service delivery needs are at the forefront of development and delivery of the core business support system and the management information being delivered.	5
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c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:
Newly developed team which will draw together the management and development of core business support systems to enable improved and consistent management information for the organisation. See attached overview of business support systems.
Servicing the information requirements of users of the business support systems, currently this could be up to 7,000 users.
Working with and developing relationships with users and key delivery groups to build trust and high levels of combined working to ensure the best possible delivery of management information for decision making.

d. **CHARACTERISTICS OF THE ROLE**

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

The GENERIC knowledge or skills required in the role are as follows:	E/D
1. Good standard of education in relevant subjects, commitment to continuous professional development, and recent experience of working in a wide-ranging technical systems environment.	E
2. Proven ability to demonstrate strong analytical skills in assessing and defining problems; making decisions on how to resolve them whilst maintaining and ensuring the organisational integrity of the systems.	E
3. Proven experience in reviewing and designing management information reports for presentation to all levels within an Organisation.	E
4. An advanced level of computer literacy using the MS Office tools, to incorporate visual basic for applications (VBA) writing, advanced formulae and pivot tables.	E
5. Proven ability to establish and nurture relationships; delegate, mentor and motivate staff whilst delivering a comprehensive service to all areas and levels of the business.	E
6. Proven ability to communicate (both written and verbal) and clearly deliver information to both technical and non-technical audiences at all levels in the Organisation.	E
7. Proven ability to prioritise and take responsibility for managing a varied workload and attaining results whilst meeting reporting deadlines as required.	E
8. Knowledge of Finance, Human Resources and Procurement processes, policies and regulations, Health and Safety, Data Protection and Freedom of information would be an advantage.	D

The SPECIFIC knowledge or skills required in the role are as follows:	E/D
9. Business Systems Support - Recent and relevant experience in a systems support	E

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environment with a proven ability to adapt, develop and work with to a wide array of different systems.	
10. Business Systems & Information Support - Advanced knowledge of database design and functionality, to include the use of structure query language (SQL) and MS Access platforms, as well as query extraction tools.	E

Problem Solving: All role holders are confronted regularly with problems, they are presented with new or unusual situations, demands or challenges, or something has gone wrong and has to be sorted out.

The problems that have to be dealt with in carrying out this role include:

1. Reviewing system processes and identifying and implementing solutions to blockages, enabling more effective and efficient use of time and resources across the organisation.
2. Dealing with system generated problems and identifying the source of the problems and solutions to rectify, implementing work around solutions where necessary in the interim to maintain access availability to the data requirements.
3. Identifying corrupt data or mismatches of data sets to ensure the integrity of the information produced and enabling confidence in the data to be maintained at all times.

Planning: Refers to any problems that may be met in planning because of the unpredictability of the workload or the time scales over which plans have to be made.

The role involves the following planning activities:

1. Time and resources to ensure that all critical data reports and databases are available to meet user demands, particularly at peak times such as period and year ends.
2. Varied set of systems and data requirements from multiple users to ensure an equitable and timely service is provided to all.
3. Forward planning and consultation for any core business support system upgrades or reviews, to ensure that the systems themselves are not taken off-line during critical periods where information is required.

Freedom to Act: Describes the scope the role provides to act independently without seeking prior approval from the manager or colleagues.

The degree to which the role provides freedom to act is as follows:

1. Requirement for independent working and initiative when dealing with routine system issues and developments.
2. Positive contribution in developing and shaping the overall strategic direction for the management of information from the business support systems.
3. Implementation of changes to business processes and development of the systems to improve process requirements in order to maximise the service delivery and remove any potential blockages to data for end users.

Interpersonal skills: Describes the ways in which the job relates to people and uses interpersonal skills.

The role involves exercising interpersonal skills as follows:

1. Relationship management, ability to coach users in the operation of business support

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systems that minimises bureaucracy and inefficiency.

2. Building and maintaining relationships with the suppliers of the core business support systems that facilitates the smooth transitions and upgrades to the systems.

3. Requirement for diplomacy and tact when dealing with a wide variety of users and abilities.

Communicating: Indicates what sort of communications are made in carrying out the role, the format (oral or written), the purpose and frequency and to whom they are addressed.

The role involves communicating to people as follows:

1. Requires excellent written and oral abilities at varying levels within the organisation.

2. A flair for the presentation of large volumes of data as well as being able to delivery technical data in a user friendly and succinct way to enable users to identify and make informed decision based on it.

3. To engage and liaise with groups of users to ensure that the needs of all are addressed and not just those of the key players or individuals.