##### JOB DESCRIPTION

**JOB TITLE: Business Systems Analyst**

**RESPONSIBLE TO: Business Systems Service Desk Lead**

**ACCOUNTABLE TO: Business Systems Manager (Operations)**

## JOB SUMMARY

The post holder will be first point of contact for users requiring assistance or requests for enhancements to the division’s business systems. This role will also be responsible for ensuring that the systems and related processes and controls are functioning effectively and efficiently

The post holder will deal with a wide variety of circumstances and issues using their professional expertise and experience, be familiar with and contribute to the broader business development and expansion of the Company and respond to new and changing requirements as the working environment develops. This must be recognised as an integral part of the job.

### Key Responsibilities

* Receive and log calls made to the RCS Business Systems Service Desk and provide first line response including, where possible, action to resolve the problem or escalation to the appropriate team member.
* Performs day to day maintenance and housekeeping of the division’s business systems including:
* Maintenance and creation of user accounts and access controls
* Creation and maintenance of coding on the Finance System
* Maintenance of workflow rules
* Reviewing system control reports and escalating items of concern to the appropriate team member.
* Assist users in their use of the division’s business systems.
* Assists in the delivery of training to users.
* Undertakes course administration for training courses including administering requests for training, room bookings and preparation of paperwork for the courses.
* Undertakes the administration of internal user groups meetings including arranging meetings and room bookings.
* Attends meetings and records and circulates minutes where necessary.
* Assist in the testing of system updates and new functionality.
* Complies with the Company Appraisal system and attend an appraisal every year and at least quarterly updates.
* Ensure mandatory training requirements are met.

This list of key responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

### Health and Safety

As an employee of Care UK, the postholder has a duty under the Health and Safety at Work Act 1974, to:-

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the treatment centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The postholder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

Name of Postholder …………………………………..

Signature …………………………………..

Date …………………………………..

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| **Supplementary Information - Business Systems Administrator** |

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| **Location:** | Colchester |
| **Hours:** | 37.5 |
| **Length of Contract:** | Permanent |
| **Leave:** | 25 days (pro rata) plus 8 public holidays |
| **Car Parking:** | Available on site free of charge |
| **Employee Assistance Programme:** | Available free of charge 24 hours a day, 7 days a week |

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| **PERSON SPECIFICATION – Business Systems Administrator** | | |
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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Educated to A level standard | * Educated to further education level. * AAT part qualified or part CCAB professional accountancy qualification. * Driving licence. |
| Experience | * A minimum of 6 months experience of working in an IT/support environment in a large complex organisation. | * Commercial sector experience * Accounting and reporting in a large complex environment |
| Technical Skills | * Microsoft Office skills, particularly in Outlook, Excel, Word and Powerpoint * Analytical and problem solving skills | * Experience of using the One Advanced Caresys system, Midland iTrent, Allocate HealthRoster or the Unit4 ERP Finance systems. * Evidence of continuing professional development * Experience of delivering training and production of training documentation |
| Personal Qualities | * Good interpersonal and communication skills * Good written communication skills * Calm and professional demeanor * Logical and systematic in work processes * Ability to work under own initiative and as part of a team * Requires minimal supervision and works on own initiative * Ability to cope effectively under a fast paced evolving working environment. * Able to work to demanding deadlines and with a high degree of accuracy * Organisational skills to be used in planning own work * Self motivated and enthusiastic * Focused on delivering timely results and achieving customer satisfaction * Willingness to learn |  |