

Job Description

Position:	Business Systems & Reporting Lead
Reports to:	Head of IT
Pay Grade:	F (Circa £42,000 per annum)

Overall purpose of the role:

The Business Systems and Reporting Lead is responsible for the development, implementation, and maintenance of business systems, and reporting processes that support the IT strategy and the Charity's mission and objectives. This includes managing and analysing large amounts of data, identifying trends and areas for improvement, and implementing solutions to increase efficiency and productivity.

Working closely with IT systems providers and in-house systems teams to document functional requirements and align processes and system set-up for integrated information solutions and maximum organisational benefit.

Corporate and functional responsibilities:

- Lead and enhance the Business Systems team capability, providing technical leadership and escalated levels of support as needed
- Develop, implement, and maintain business systems and reporting processes that align with Brunelcare's objectives, implementing solutions to increase efficiency and productivity across Brunelcare's operations
- Manage and analyse large amounts of data, identifying trends and areas for improvement in order to optimise Brunelcare's operations and performance
- To develop and implement process controls, monitoring and optimisation, with clear ownership and accountability / Use continuous improvement methodologies to work with team members to process map existing and new processes
- Collaborate with cross-functional teams within Brunelcare to ensure system and process alignment with business objectives, providing training and support to users of business systems and reporting processes as required
- To actively contribute to developing a positive culture of continuous improvement across the organisation by researching, project managing and implementing systems changes as directed by key internal customers, providing advice and guidance as part of BAU interactions
- Be proactive in identifying IT training needs within the business and partake in training delivery to all colleagues, liaising with the Head of IT and key customers
- Be the Charity's expert in the use of Business Systems & Reporting, taking the initiative for self development to keep skills up to date and to maintain an awareness of developments in the IT industry.

- Support other members of the IT team, ensuring an appropriate allocation of work, as well as coaching and advice to aid the development of other team members and system users.
- Being an active participant in the design and strategy of Information Systems and Technology within Brunelcare to improve system availability and meet SLAs.
- Provide user-friendly advice to all users to enable them to correctly use Brunelcare system, ensuring that all colleagues have access to the information that they require to carry out their tasks as effectively as possible.
- Manage crisis situations, which may involve occasional working outside of core working hours.
- Ensure that system modules are configured so that the service area, organisation and our customers gain maximum benefit and efficiency in particular, with gains from new releases
- Attend any relevant user group meetings, report back users' views and make recommendations for module configuration, if they fit with corporate priorities
- Work collaboratively with charity stakeholder, when configuring modules, to ensure the most efficient use of the system as a whole and an awareness of the impact of changes on other processes
- Conduct regular requirements reviews with business leads and proactively develop and modify our systems to meet the needs of the business and drive efficiencies.
- Monitor and review helpdesk tickets to identify any opportunities for system developments and team skills development to aid succession planning
- Work within the IT team to ensure that operational knowledge of all Business Systems is shared, specifically to maintain operational cover across the team.
- Engage with stakeholders to identify, understand and list requirements for new system implementation, staying current with industry development and new technologies of benefit
- Test and verify systems and make sure that the information is processed, managed and administered without errors and faults, including support with communicating and training users on system enhancements.
- Ensure best practice methods are used for system administration, ensuring integrity and security of company data and to adhere to GDPR standards.
- Create and maintain a suite of UAT scripts for all critical systems and processes and maintain process and system documentation in cooperation with the IT Team.
- Use UAT scripts to test any new or altered software or other corporate project outputs, working closely with customers and IT team colleagues.
- Respond to help desk tickets and deliver solutions to issues to these within SLA requirements
- Build strong relationships with colleagues at all levels and operate confidently and independently to develop a team of Business Systems and Reporting professionals
- Administration and Operational Support of all business systems, including the use of mobile technology in conjunction with these systems
- Assist in the definition and analysis of corporate reporting requirements, writing reports that can be used as part of the business management process.
- Assist in the provision of decision support services to the business through analysis and production of corporate data.

The BS&R Lead will be able to demonstrate the following knowledge, experience and behaviours:

- Bachelor's degree in Computer Science, Business Administration, or workplace equivalent experience, in a computer related discipline relevant to the post
- Strong leadership and project management skills, a Project management qualification, Agile or Prince2, TOGAF and/or ISEB, BCS is desirable.
- Have an established Business Systems support background, working with and maintaining a variety of business systems.
- Demonstrated experience and knowledge of reporting tools and dashboards i.e SQL, SSRS, SSIS, Data Studio and experience in some of the following areas (HTML, CSS, JavaScript, C#, T-SQL, MySQL, Sybase, Python, PowerShell, .NET, Visual Basic)
- Experience with BI Tools like Tableau, Power BI, QlikView and Cloud-based technologies such as AWS, Azure, GCP, etc.
- Google Workspace (formally G Suite) exposure and business analysis and process mapping experience is desirable
- Able to effectively troubleshoot and resolve problems with a positive attitude to change.
- Excellent customer service skills with the ability to manage each customer as an individual.
- A strong understanding of data governance and data quality as it relates to Brunelcare operations
- Use of influence and persuasion to guide teams and individuals to the best outcome, especially when they appear uncertain about proposed system or reporting changes
- Training and coaching colleagues in the use of systems and reporting in order to improve their knowledge and improve business processes.
- Be a flexible, team player with a 'can do' attitude and great interpersonal skills.
- Demonstrate effective verbal and written communication skills in order to be able to convey complex technical information to a range of audiences.
- Strong time management and self-motivation skills.
- Highly analytical, good at understanding and articulating problems and solutions while being able to see 'the bigger picture'
- Excellent communication and collaboration skills to be supportive to others, sharing skills and knowledge, empowering and enabling progress at all times
- Problem solving skills with a keen eye for detail
- Positive, can-do attitude, responsive and reliable with determination and resilience
- Strong personal impact and influencing skills with a proven ability to engage people to work with you and each other and confidence to challenge and drive improvement
- Confident working remotely and communicating with stakeholders on video/phone calls.
- Must also hold a UK driver's licence and have a car to attend sites as needed to meet the requirements of the role.

This role requires excellent skills in Business Analysis, Project management, Data analysis, and Technical leadership. The role will be critical in ensuring that Brunelcare's systems and processes are efficient, effective, and aligned with the organisation's mission and objectives.

Major job contacts:

Job contacts will vary according to the tasks undertaken, but are likely to include:

- Colleagues from all levels of the Charity needing support with 2nd/3rd line IT support where you will need to understand their issues and provide accurate and suitable advice for their enquiry in order to help them get a resolution.
- Colleagues from the IT team who you will need to work closely with and take a one team approach to tasks.
- Various 3rd party suppliers, building supplier relationships to ensure that each supplier meets Brunelcare's requirements and provides the service we expect in order to meet our internal targets.
- The Head of IT and member of the Senior Management Team in terms of proposing and supporting corporate initiatives.

Level of authority:

The Business Systems & Reporting Lead will:

- have the responsibility of controlling the progress of all allocated BS&R incidents reported by the IT Team or System Users
- be the lead for all BS&R activities across the Charity
- be the key contact responsible for developing user capabilities for all Systems and Reporting requirements

IT Team Structure:

