

Job Title:	Systems and Business Analyst
Reporting to:	IT Manager
Date:	July 2020

Purpose of the Role	
To administer and maintain the association's business systems and analyse business processes to improve operating efficiency and ensure data quality and systems reliability	
Main Duties and Responsibilities	
<ul style="list-style-type: none"> • Working closely with the IT Services team, administer and maintain key business systems including the association's housing management system. • Research key business processes, for example by process mapping, to fully document processes and identify and deliver improvements. • Derive and deliver insight from corporate data to improve business performance. • Produce regular business reports on system performance for senior managers. • Arrange, prepare and deliver staff workshops and training sessions. • Advise internal and external stakeholders of the benefits of new technologies. • Work to a project management methodology, planning, piloting and implementing solutions. • Champion the importance of data accuracy and consistency throughout its lifecycle. • Adhere to relevant legislation including GDPR to ensure business compliance. • Contribute to the successful delivery of the Digital Transformation strategy and Corporate Plan. • Deputise for the IT Manager, when necessary 	
General	
1	To promote and ensure positive health & safety behaviours and culture
2	To challenge any and all unsafe behaviours and practices.
3	Ensure that equality and diversity is promoted and celebrated across the company and ensure that the LYHA strategy is delivered.
4	It is the duty of the post-holder not to act in a prejudicial or discriminatory manner towards any customers or employees, including discrimination towards anyone under the nine protected characteristics under the Equality Act 2010. The post-holder should not accept any such practice or behaviour and should either challenge or report it.

Person Specification		
Job Title:	Systems and Business Analyst	
Date:	July 2020	
Education & Qualifications		
1.	5 GCSEs grades A*-C/9-4 or equivalent (including English Language and Maths)	CV
2.	Knowledge of Rent Recovery and Rent Accounting processes within the Housing Sector (D)	CV
3.	Project management qualification (D)	CV
4.	Management qualification (D)	CV
5.	ITIL accreditation or higher (D)	CV
6.	Training qualification and/or equivalent experience (D)	CV
7.	Practical experience in using MS Power Apps, Flow and Power BI (D)	CV
Experience		
8.	Business process gathering, analysis and improvement	SI/I
9.	Effective data management and information governance	SI/I
10.	Major systems implementation, upgrading and data migration	SI/I
11.	Project management	SI/I
12.	Relevant business systems e.g. Open Housing, Open Accounts (D)	SI/I
13.	Creating and delivering colleague training and development (D)	SI/I
14.	Organisation wide Microsoft 365 implementation (D)	SI/I
15.	Service Desk management (D)	SI/I
Skills and Behaviours		
16.	Excellent communication and interpersonal skills	SI/I
17.	Positive attitude to change	SI/I
18.	Customer focused with excellent customer relation and communication skills	SI/I
19.	Problem-solving and analytical skills and an informed, evidence-based approach	SI/I

20.	Working familiarity with the Microsoft Office productivity suite	SI/I
21.	Data manipulation, analysis and visualisation (D)	SI/I
22.	Highly organised and mindful of an attention to detail	SI/I
23.	Strong written and verbal communication skills	SI/I
24.	Self-motivated and committed individual	SI/I
25.	A highly logical approach to problem solving	SI/I
26.	Desire to learn	SI/I

Method of Assessment

CV Curriculum Vitae

SI Supporting Information

I Interview

C Production of Certificate

Closing Date: 2nd August 2020

Location: Currently home-based. LYHA are based at LS6 2TN, Headingley, Leeds

Salary: £30,000 to £33,000 per annum

Hours of Work 37.5 hours per week Monday to Friday

Duration of Contract: Permanent

Generous benefits: 25 days leave plus bank holidays, increasing incrementally based on years' service up to 30 days, Occupational Pension Scheme and flexible working

Can you be relied on to get the best out of IT systems? We need efficient automated processes to improve how we work. This role will be responsible for designing IT solutions, modifying, enhancing or adapting existing systems and integrating new features or improvements, all with the aim of improving business efficiency and productivity for the benefit of colleagues and customers.

If you're experienced in systems and a business change specialist, have a passion for supporting and improving systems and processes then we have a new job for you. As our Systems and Business Analyst you'll help deliver our new IT and digital strategy.

Ultimately, the business will be relying on you to make sure the solutions we deliver are practical, achievable, cost effective and meet our strategy objectives.

You will get involved in numerous projects around business process improvements and developments, on our journey to establish new ways of working.

In this role, you will:

- Administer and maintain key business systems as part of the IT Services Team
- Research key business processes, for example by process mapping, to fully document processes and identify and deliver improvements
- Derive and deliver insight from corporate data to improve business performance
- Produce regular business reports on system performance for senior managers
- Arrange, prepare and deliver staff workshops and training sessions
- Advise internal and external stakeholders of the benefits of new technologies
- Work to a project management methodology, planning, piloting and implementing solutions

The successful candidate will possess a combination of the following experience & skills:

- Business process gathering, analysis, improvement and implementation
- Major systems implementation, upgrading and data migration
- Customer focused with excellent customer relation and communication skills
- Specialism in project management and business change

LYHA Introduction

LYHA is an amazing place to work for those who can turn vision into reality, are happy to be accountable for their results and have the energy levels needed to drive positive change. We have high expectations and are passionate about our customers.

Our New Corporate Plan (Together 2023) sets out our commitment to be a modern business and your role will be to help:

- Drive digital engagement
- Use our systems to their maximum potential
- Provide systems that can respond to change and growth
- Be a Data Driven organisation

LYHA is a traditional housing association with 65 years of history making a positive impact in Leeds and Yorkshire. Steeped in history and building on our heritage you will find us to be a modern, vibrant business with clear vision to make a real difference locally. We are planning a great future and this new role is an exciting part of the next stage in our journey.

LYHA is committed to attracting and retaining colleagues who can make a valuable contribution to its ongoing success. Effective recruitment is essential to the delivery of LYHA's plans and as such we adopt recruitment practices and processes which ensure that the best candidate is appointed. LYHA is committed to ensuring equality of access and opportunity in these practices and processes for all applicants.

LYHA has been awarded **Disability Confident** status by the Department of Work and Pensions. Disability Confident is a national scheme that aims to ensure that disabled people and those with long term health conditions have the opportunities to fulfil their potential and realise their aspirations.

Definition of Disability

The Equality Act 2010 defines a 'disabled person' for the purpose of the Act as a person who has a 'disability' if they have a physical or mental impairment that has a substantial and long-term adverse effect on her or his ability to carry out normal day-to-day activities.

Reasonable adjustments

To support our aim of removing barriers to employment for disabled people, we are committed to making any necessary reasonable adjustments. These adjustments may include modifying the selection process, the job role or the working environment. To assist us in planning to accommodate your individual needs, we ask that candidates let us know during the recruitment process either on your covering letter or an additional letter. This information will be treated as confidential within the recruitment process and will be used solely with your consent, for the purpose of the recruitment and selection process.

Guaranteed interview

LYHA has a policy to interview any disabled applicant who meets the essential special criteria for the role. You must also be able to demonstrate that you meet the criteria.

We also consider any reasonable adjustments that need to be made as we wish to ensure that disabled candidates needs are considered during the selection process.

Further advice and alternative formats.

If you need further advice or assistance in order to apply for the role, please contact LYHA Human Resources by email at: recruitment@lyha.co.uk