Candidate Information

Position: Business Analyst
School/Department: HR Services
Reference: 19/107825
Closing Date: Tuesday 24 September 2019
Salary: £33,797 to £40,322 per annum.
Anticipated Interview Date: Thursday 3 October 2019
Duration: 12 months

Job Purpose:

Working with the Head of HR Services to help deliver the procurement and implementation of a system solution to support the recruitment, engagement and payment of the University Extended Workforce (Atypical/NSP).

Working as part of a multi-disciplinary team, the post holder will be the digital specialist to support the assessment, development, implementation and support of a business system, primarily but not exclusively related to the Extended Workforce system. The post holder also will be responsible for ongoing development and support of the new system, including the provision of related analytics. The post holder will take responsibility for re-engineering current processes to maximise the benefits of the new business systems whilst adhering to QUB governance requirements.

Main Activities/Responsibilities:

Business Systems Acquisition:

- Use appropriate technologies and applications to define business requirements, business process re-engineering, software evaluation and selection, testing, training users, developing and analysing data and establishment of key performance indicators.
- Design and deliver specialist IT P&C solutions to ensure high levels of service quality and effectiveness.

Business System Implementation:

- Contribute to project planning process and implementation strategy including design of system configuration, testing strategies, and system training approaches. Work closely with Information Services and 3rd party providers to ensure business requirements are clear and solutions are agreeable.
- Advise senior management on effective utilisation of the P&C technology whilst proactively proposing improvements or enhancements to policies and processes, providing 'As Is' and 'To Be' mapping as applicable.

On-going Support:

- Support the development and maintenance of the Extended Workforce system through the planning and implementation of changes related to software upgrades, legislative changes or changes to University policy or procedure.
- Identify, define and agree the systems and technology development targets with senior management and key stakeholders, ensuring targets are aligned with Directorate and/or institutional priorities.
- Proactively manage process or system issues ensuring appropriate escalation as necessary and/or formal logging through Help Desks as appropriate.
- Query and manipulate databases to provide extract information; collect, analyse and present reports and results to inform decision making within relevant areas
- Provide specialist/professional advice, information and assistance to colleagues, staff to resolve problems and to maximise service quality, efficiency and continuity.
- Identify solutions that increase the connectivity of the Extended Workforce system and information to other departments for the benefit of the wider University and assist with the business case for the implementation of such solutions.

Other:

- Represent the University in external relationships, ensuring consultancy services received are satisfactory and develop the University reputation with the vendor through active contributions to user groups and as a widely respected user and exponent of the P&C systems and processes.
- Maintain awareness of internal and external developments that may influence the future development strategies in People and Culture and the Higher Education sector. Keep abreast of legislative requirements that influence the service provided and/or data retained in the system.
- Work with key users and stakeholders to assess the effectiveness of P&C information provided, identifying and developing new analytics solutions through deployment of Power BI or Business Objects and other reporting options. Act as a key advocate for P&C reporting and its capabilities.

Planning And Organising:
- Plan and organise own workload on a daily, weekly and monthly basis to organise workloads across multiple developments, deal with conflicting priorities and to ensure support tasks to meet completion dates.
- Monitor progress of own workload to ensure milestones are achieved.
- Maintain system and business process documentation to ensure it meets quality standards, guidelines and procedures.
- Provision of regular status updates to the Head of HR Services during acquisition through to analysis of results, providing recommendations and review of best practice to senior management to conclude the activity.

Resource Management Responsibilities (E.G. People, Finance, Equipment):
- Operate as an individual responsible for organising one's own specialist or professional work and advice to meet objectives.
- Oversee any allocated project resources specific to a development project.

Internal And External Relationships:
- Daily contact with the Atypical Project Manager, for daily supervision of work.
- Liaise with the P&C Leadership Team or key users to ensure new developments or functionality meets true requirements of the departments.
- Participate in/support multi-disciplinary teams within the Directorate and across the University on projects which support Queen's corporate priorities.
- Work closely with external suppliers, software vendors and other third parties to develop and support developments.
- Communicate with various Schools and Directorates to request and provide information, resolution of help requests and training.
- Attend internal and external meetings to ensure that relevant issues are appropriately represented and reported.
- Networking with managers through the relevant user and professional groups to gain insight into application of best practice approaches.

Essential Criteria:
1. A Degree and 2 years relevant experience in acquisition/ implementation/ support of a business system, OR 5 years recent relevant experience in acquisition/ implementation/ support of a business system.
2. Experience in the production of As Is and To Be process maps, using Microsoft Visio or similar package.
3. Experience in procurement, implementation and support of a business system.
4. Experience in deployment of Power BI for analytics solutions.
5. Experience of using advanced Microsoft Excel skills e.g. Pivot tables for analysis, advanced functions and formulas, data manipulation and report.
6. Experience of networking and building relationships with a wide range of stakeholders both internal and external.
7. Approach to work must demonstrate the University Core values.
8. Excellent communication skills both written and verbal.
9. Demonstrable ability to work independently with a high level of self-motivation as well as part of a team.
10. Ability to remain calm under differing pressures and provide good sense of judgement.

Desirable Criteria:
1. Experience in Microsoft Project and Teams to manage project activities and the flow of documents between key stakeholders.
2. Experience in producing documentation for a range of stakeholders e.g. Status Reports, Test Plans.
3. Experience of working in a multi-disciplined team towards a significant goal in the organisation.
4. Experience of working with senior management and delivery of implementation goals that contributes significantly to a key organisation priority(s) including legislative or statutory compliance.

5. Demonstrable knowledge of HR, Payroll and Pensions processes and requirements and how they interact through the HR System.

6. Demonstrable knowledge of Project Management methodology or principles such as PRINCE2.

7. Ability to develop innovative solutions to meet dynamic customer requirements.

8. Awareness of new developments and issues in People and Culture to enable the provision of systematic or automated solutions, where possible.

9. Ability to effectively engage with third party software consultants and seek the views of others where appropriate.

10. Ability to communicate at various levels both internally and externally. The Business Analyst must be able to articulate technical requirements to non-technical parties and vice versa.

11. Excellent interpersonal skills.

12. Ability to positively influence others in decision-making and to co-ordinate issue resolution.