Ravensbourne University London

Description and Person Specification
Professional Services Staff

Job title: Systems Analyst (Business Systems)

Department: IT Services

Pay Grade: 3

Line Manager: Business Systems (Corporate) Lead

Role Purpose:

The primary objective of this Systems Analyst (Business Systems) role is to support the development, implementation, and maintenance of modern technology-based solutions to ensure the efficient operation of the university's business processes. This position is responsible for operationalising the university's business systems, including Finance, HR, and related ERP components, by managing system elements such as accounts, workflows, and integrations while providing multi-level system support across the institution.

The role requires collaboration with university departments to improve systems, including continually automating and streamlining business processes. Additionally, this role contributes significantly to the university's digital transformation initiatives, enhancing various systems' functionality, security, and resilience.

The incumbent will work closely with different departments to drive continuous improvement, focusing on system integration, process optimisation, and user engagement.

Duties and Responsibilities:

1. **System Development and Management:**

   - Support core systems' design, development and maintenance, ensuring they meet organisational standards and user requirements.

   - Assist in developing and managing integration solutions for seamless data flow between systems.

   - Help coordinate system upgrades and enhancements, working closely with vendors and service providers.

2. **Process Optimisation and Workflow Management:**

   - Support the review and optimisation of workflows and processes to improve efficiency and compliance.

   - Implement solutions and best practices to enhance business processes.

3. **User Support and Training:**

- Provide support for end-users to ensure service levels and operational efficiency.
- Assist in developing and delivering training programs for staff, including user guides and orientation sessions.

4. **Data Management and Reporting:**
- Support initiatives to ensure data integrity and security across all systems, adhering to regulatory standards such as GDPR.
- Assist in developing and maintaining system reporting and dashboards for operational decision-making.

5. **Project Management:**
- Assist in managing projects using appropriate project management methodologies to ensure successful planning, execution, and oversight.
- Help prepare business cases, manage resources, and conduct user acceptance testing (UAT) for projects.

6. **Collaboration and Communication:**
- Maintain relationships with key stakeholders, liaising between technical teams and business users.
- Communicate effectively with both technical and non-technical audiences.

7. **Teamwork:**
- Work collaboratively within the team and with stakeholders to achieve collective goals.

8. **Service Delivery and Customer Focus:**
- Support the delivery of high-quality services, engaging with users to understand their needs and tailor services accordingly.
- Assist in the implementation of user-centric approaches to enhance service excellence.

9. **Resource Management:**
- Assist in managing resources to ensure they are used effectively to meet organisational goals.
- Ensure resources are managed effectively to meet organisational goals.

10. **Strategic Thinking and Initiative**
- Assist in strategic planning activities and develop and implement long-term plans aligned with organisational objectives.

11. **Problem Solving and Decision Making:**
- Investigate and solve problems and generate new ideas to enhance work effectiveness.

12. **Compliance and Risk Management:**

- Ensure that all relevant legislation, regulations, and policies are monitored and complied with.
- Monitor and address risks associated with system operations and developments at a lower-level role.

13. **Knowledge and Expertise:**

- Stay updated on the latest developments and best practices in the field and use that knowledge to do your job effectively.
- Monitor and evaluate the effectiveness of policies and procedures and recommend improvements as necessary.

14. **Vendor and Contract Management:**

- Assist in managing relationships with vendors to ensure the institution gets the best value from its investments.

15. **General Responsibilities:**

- Comply with organisational policies, procedures, and code of conduct, demonstrating a commitment to equality, diversity, and sustainability.
- Ensure compliance with legislative, regulatory, and policy requirements, particularly those related to health and safety, data protection, and financial regulations.
- Participate in continuous improvement initiatives, seeking feedback and implementing changes to enhance system performance and user experience.
- Engage in professional development activities to maintain up-to-date knowledge and skills relevant to the role.

16. **Systems or Application-Specific Duties and Responsibilities:**

- Act as a primary contact for Finance and HR Systems issues, providing multi-level system support.
- Assist in communicating and resolving system incidents and problems in collaboration with Finance and HR Systems suppliers.
- Train end-users on Finance and HR Systems self-service features and create user-friendly guides for general processes.
- Develop basic reports using SQL and browser tools for self-service access by budget holders and HR managers.
- Contribute towards the Analytics Data strategy to enable dashboard manipulations and trend analysis.
- Provide technical support to users handling Finance, Payroll and HR data and processes.
- Assist in implementing and upgrading Finance and HR systems, ensuring minimal disruption to business operations.
- Monitor system performance and suggest basic improvements to enhance efficiency and effectiveness.

17. Others:

- Demonstrate an understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.

- Work within Ravensbourne's Code of Conduct and other Rules.

- Comply with all appropriate legislative, regulatory and policy requirements (e.g., Finance, People & Culture).

- Carry out the policies, procedures, and practices of Health & Safety in all aspects of the role.

- Demonstrate the value and importance of equality and diversity in every aspect of Ravensbourne's work and show commitment through everyday practice in the role.

Key working relationships:

- Core Applications and Data Team
- Finance Department
- People and Culture
- IT Services
- Registry and Admission Departments
- Payroll Systems Users
- Budget Holders and Self-Service System Users
- External System Consultants
- Supplier Cloud Support
- Any other department and users as required, when necessary

Resources Managed
Budgets: n/a
Staff: n/a
Other: n/a

Person Specification		
Knowledge and Experience	**Essential**	**Desirable**
Education & Professional Qualifications/experience Knowledge and skills typically gained through a combination of formal education, professional certifications, and extensive work experience. This may include: - A bachelor's degree in information systems, business administration, or a related area. - Professional certifications relevant to the role.	x	

Person Specification		
Knowledge and Experience	**Essential**	**Desirable**
- Relevant work experience in related fields, demonstrating progressive responsibility and expertise.		
Higher Education Knowledge Demonstrating a basic understanding of higher education structures, processes, and regulations, including familiarity with student administration, academic policies, funding mechanisms, and quality assurance frameworks.		x
Technical Knowledge: Basic experience in managing, configuring, and optimising enterprise-level systems, such as Student Information Systems (SITS), Customer Relationship Management (CRM) systems, Finance and HR systems (e.g., Agresso), and data integration platforms.	x	
Systems Integration: Demonstrated ability to assist in designing, implementing, and managing integration solutions between various business systems, ensuring data integrity, security, and efficiency.	x	
Project Management: Growing experience in supporting the management of projects, from initial planning through to execution and review, applying appropriate project management methodologies.	x	
Regulatory Compliance: Developing knowledge of regulatory and compliance standards, such as GDPR, and experience ensuring systems adhere to these standards. Growing expertise in implementing security measures to protect sensitive data and maintain compliance.	x	
Data Management and Reporting: Developing expertise in data management practices, including data security, data quality management, and the development of reporting tools and dashboards to support data-driven decision-making.	x	

Core Personal skills, abilities and behaviours	Essential	Desirable
Self-Management and Team Participation: Demonstrates self-management by setting personal goals, supporting team members, and striving towards high-performance standards. This includes assisting in organising tasks, understanding and following task objectives, seeking mentorship and coaching when needed, and contributing to a sense of unity and purpose within the team.	x	
Customer Focus and Service Orientation: Shows commitment to providing good customer service by understanding and responding to user needs in a timely and accurate manner. This involves learning to understand customer requirements, adapting services to maintain quality, and helping to create a positive image of the organisation.	x	
Team Collaboration: Participates actively in team activities, supporting and encouraging colleagues and contributing to team goals. This includes following the example set by others, being flexible, cooperating with team members, and helping to maintain team morale.	x	
Organisational & Planning Skills: Utilises developing organisational skills to manage personal tasks efficiently, meet deadlines, and contribute to team objectives. Responsibilities include assisting with resource allocation, timeline management, and supporting team efforts to ensure projects align with broader strategic goals.	x	
Effective Communication: Communicates information clearly and accurately to diverse stakeholders, ensuring mutual understanding. This includes explaining information in a way that is easy to understand.	x	
Adaptability and Flexibility: Adapts to changing circumstances and manages changes in task scope, priorities, or requirements effectively. This involves identifying potential problems, making adjustments, and supporting strategic solutions that consider long-term implications.	x	

Core Personal skills, abilities and behaviours	Essential	Desirable
Analytical and Problem-Solving Skills: Addresses issues proactively to improve system functionality and user experience. Uses analytical skills to investigate and resolve problems, applying creativity and judgment to develop effective solutions and evaluate practical options.	x	
Strategic Thinking and Initiative: Identifies opportunities for improvement and innovation. Contributes ideas to long-term plans, sets personal goals, encourages contributions towards common goals, and fosters a unified purpose within the team.	x	
Interpersonal Skills: Builds and maintains positive relationships with stakeholders with empathy, active listening, and effective negotiation and influence. This includes liaising with internal and external contacts, participating in networks, and building beneficial team relationships.	x	
Commitment to Professional Development: Engages in continuous professional development to keep skills and knowledge current. Identifies future needs, sets personal performance standards, seeks feedback and guidance, and supports others' development. Activities can include attending workshops, earning certifications, or participating in training sessions.	x	
Enabling Technology to Support Teaching and Learning: Assists in implementing and managing technological solutions that enhance the university's teaching and learning environment. Helps to integrate and optimise educational and digital technologies to support the student experience.	x	

Systems Specific Skills, Experience and Knowlege	Essential	Desirable
Understanding of Accounting and HR Systems: • Possesses foundational knowledge and experience in managing accounting and HR systems. This includes maintaining accurate entries, reconciling,	**x**	

Systems Specific Skills, Experience and Knowlege	Essential	Desirable
and supporting internal controls to ensure financial and data integrity. • Understanding HR processes and systems, including employee records management, recruitment workflows, and performance management. • Understanding Accounting processes and systems, including accounts receivable and payable, general ledger, cost accounting and expense matching. • Familiarity with common Finance and HR software and tools, aiding in the smooth operation and support of HR-related activities.		
Proficient in System Integrations with Business Systems: • Demonstrates knowledge in supporting system integrations into business systems, including Finance and HR platforms. Ensures accurate data exchange, contributing to overall system functionality and reliability.	x	
Basic API and Workflow Development: • Capable of building and maintaining simple API endpoints and developing basic workflows using tools like Postman and existing system extension kits. This supports data integration and process automation within the business systems.	x	
Reporting Capabilities: • Able to create basic reports utilising SQL and Excel tools. These reports assist budget holders, HR managers, and other stakeholders with critical insights and data for decision-making.	x	
Data Uploads and Integration Handling: • Knowledgeable in handling batch input file (BIF) templates for data uploads when direct integrations are unavailable, ensuring continuity and accuracy in data management processes.	x	
Technical Support and End-User Training Expertise: • Able to provide technical support and basic training to end-users on Finance and HR Systems at a basic skill level. This includes developing user-friendly guides, conducting regular training sessions, and	x	

Systems Specific Skills, Experience and Knowlege	Essential	Desirable
achieving high user satisfaction rates, as evidenced by feedback surveys.		

This Job Description may be reviewed, and duties amended to align with Ravensbourne's requirements; any changes will be made in collaboration with the postholder.

Our Values

Connection: We value what happens together, and we collaborate to achieve our collective goals.

Dynamism: We embrace every opportunity to adapt and optimise.

Inclusion: We celebrate our diversity and embrace difference as a source of strength.

Professionalism: We aim for quality in everything we do and take pride in our work.