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| **JOB DESCRIPTION** |

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| **JOB TITLE** | **Business Support Specialist** |
| **REPORTING TO** | **Business Systems Manager** |
| **RESPONSIBLE FOR/JOB PURPOSE** | This role is to provide support to the Business Systems Manager in establishing requirements for Operational and People Services Business Systems. The role contributes to the design development, delivery, quality and on-going effectiveness of each of the business systems whilst providing a professional, efficient and effective support service to business-as-usual activity. |
| **LOCATION** | **Old Market Court (Flexible Home Working)** |

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| **JOB PURPOSE, DUTIES AND RESPONSIBILITIES** |

* Business Systems incidents, queries and requests:
  + Monitor the Service Desk system & e-mail auto-notification accounts
  + Manage in the Service Desk system, allocate to a resolver group for resolution, monitor, report & escalate as appropriate
  + Where identified as the resolver, resolve incidents, action requests and answer queries
* Review automated system alerts and apply routine housekeeping tasks, scheduled system checks & controls to identify issues and resolve in line with agreed actions & processes
* Undertake system administration tasks such as:
  + Setting up user ids for colleague starters and promotions
  + Ceasing user ids for colleague leavers
  + Managing user access & permissions for new and amended employment positions
  + Setting substitutes
  + Monitoring & clearing workflow
  + Running system consistency checks & housekeeping routines
  + Undertaking user access control reviews
* Supporting the Business Systems Manager in analysing business requirements, to ensure key projects are in line with the needs of the business and delivery timescales are achievable.
* Support the Business Systems Manager in the successful delivery projects, system upgrades and enhancements by, for example:
  + Providing project administrative support
  + Undertaking systems administration tasks
  + Providing on-line support to business users during roll-out and early system use
* Supporting the Business Systems Manager with the management and transition between project and delivery phases.
* Develop and maintain test plans, undertake the testing of new applications, development and system upgrades whilst conforming to system specifications.
* Supporting the Business Systems Manager to identify opportunities for improvement and suggesting a practical implementation strategy.
* Liaising with key areas and stakeholders of the business to understand requirements and provide appropriate solutions.
* Oversight and management of the IT Support Desk for Applications incidents.
* Carrying out impact assessments for Applications Changes Requests and liaising with key business areas, IT and third-party suppliers.
* Escalation of issues to the relevant manager or colleague.
* Undertake key learning and development in line with organisation requirements.

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| **KEY REQUIREMENTS** |

**Qualifications, Experience, and Knowledge**

* Degree in relevant subject such as IT, Human Resources, Payroll or Business or hold a post-education qualification, such as an advanced apprenticeship.
* Demonstrates experience of working with and having a good understanding of business systems, such as Human Resources and Payroll.
* Demonstrates an understanding or has experience of Unit4 Business World/Agresso ERP System.
* Demonstrates experience in providing a responsive business systems support service in a multi-applicational environment where IT Services and IT Applications are a key resource for all colleagues in the company.
* Demonstrates experience of producing problem investigation and resolution.
* Demonstrates experience in being able to work to deadlines and prioritising workload.
* Practical knowledge in Microsoft SQL.

**Competencies, Skills, and Abilities**

* Excellent communication skills – being able to demonstrate good verbal and written communication skills.
* Personable, approachable and able to build effective and productive working relationships with both key internal and external (third-party) stakeholders.
* Logistical problem-solving approach - considering the whole picture when assessing or analysing a problem, issue, requirement or solution.
* Prepared to work flexibly to meet deadlines and business needs.
* A Team Player who is also able to work independently on their own whilst using their own initiative and can demonstrate responsibility.
* Attention to detail.
* Results driven.

**NB: This job description is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.**

**SUMMARY**

This Job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Charity and its services, as well as the personal development needs of the post holder.

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| **DATE PREPARED:** |  |
| **PREPARED BY :** |  |