Post: Business & IT Systems Analyst

Department: IT Department

Reports to: IT Manager

Working Hours: 37.5 hours per week

Salary: £29 500 per annum

Location: ACH Bristol

Closing date: 28/03/2025

Interview date: 29/03/2025

About ACH:

Our vision is to empower refugees and migrants who reside in the UK to lead self-sufficient and ambitious lives.

ACH is a social enterprise comprised of a diverse group of strategists and researchers led by lived experience. We provide tailored integration services that not only help individuals but also disrupt the systems that have entrenched inequalities in our society.

We have a track record of delivering effective support services that give refugees and migrants the tools they need to succeed. In 2021 alone, we have helped 1000+ people to achieve their personal goals and lead fulfilling lives in their new country.

By working with us at ACH, you will be supporting refugees and migrants to build a better, brighter future.

Purpose of job

We are recruiting a Business & IT Systems Analyst to join our IT Team.

The Business & IT Systems Analyst will be responsible for the delivery of regular key performance indicators data visualisations as well as the continual development of IT systems requirements analysis to support business objectives. Part of the role is to follow the IT team and maintain optimum performance of IT system and data captured in these systems. This role will entail adequate data reporting for ACH and engage with staff at all levels to enable effective use of data visualisations and help develop capacity across the organization.

You will have a highly supportive line manager who will check in with you regularly to support you to perform well, help you sustain your well-being so that you flourish at work and coach you to continually grow your knowledge and skills. They will have your back and be available to you when you need them. They will listen to you, give you clarity and direction and make you feel

included so that you cannot fail to have a highly positive experience at work. The purpose of the role includes:

- Ensure data integrity of all core IT systems.
- Support with the development of automated reporting from core systems.
- To support managers on all issues relating to data integrity including performance management reporting.
- To provide business insight and recommendations based on analysis of data.
- To effectively capture all new requirements from all departments and work with the IT team to arrange the delivery of these system changes across organisation.

Key Responsibilities
Data Performance & Reporting

- To work with business users to develop a suite of key performance reports from the Association's core systems.
- To work with Team Leaders and Managers to produce KPI reports Monthly and Quarterly to the Board, produce variance of targets and explain reasons.
- To work with the IT team to analyse the system changes required to produce adequate data visualisations based on the KPI data pack.
- Help design and develop the regular system changes, including data entry forms, surveys and others.
- Provide staff training when required on how to best use the IT systems on effective data entries and produce reports from the IT systems (e.g Salesforce, M3 Vision and others).
- To work with Managers and Team Leaders to record all relevant housing, support and integration data correctly into the systems, including property documents, compliance documents, maintenance, support plans, integration work activities and ensuring ACH staff meet their commitments.
- To analyse business processes, identify inefficiencies and recommend improvements in the existing reporting framework.
- To develop easily accessible data quality reports for each region and for the organisation at large. This will ensure data complies with GDPR regulations and the expectations of the Regulator of Social Housing.
- To develop a data warehouse for the Association of key data from the Association's core systems which will allow internal customers to self-service through business intelligence tools such as MS excel and Sales Force.
- To lead on benchmarking data including submissions and help produce high quality performance reports to improve business outcomes.
- To take the Corporate lead on all data integrity and performance matters.

Income Recovery

- To assist the SMT and the wider management team in the implementation of data amalgamation between departments and systems, especially during the re-organisation period.
- To Support all teams including the Support and Housing teams from different regions to deliver the necessary changes in IT systems.
- To provide continual improvements in the IT systems and in general user experience in making best use of the technology available in the company.

Person Specification

Qualifications and Experience: Essential

- Technically skilled with specialised technical skills including Data visualisation techniques, report building, analytical skills, and a knowledge of displaying information visually.
- Experience of delivering both day-to-day troubleshooting support and development of new solutions.
- Competent in the use of Microsoft tools such as Power BI, Excel and Salesforce.
- Experience in developing Dashboards to produce KPIs reporting.
- Ability to manipulate data and produce detailed Business Intelligence.
- Experience working with suppliers and customers to implement new applications or new modules within existing applications.

Aptitude and intellectual Skills

- Practical & Intellectual Skills A pragmatic approach to getting things done.
- Ability to liaise with a wide range of employees at all levels in order to get things done.
- An assertive approach and aptitude for learning new data software.
- Capacity to juggle conflicting priorities and demands with demonstrable problem-solving skills.
- To be approachable and able to command the respect and confidence of staff at the same time as presenting the caring and professional ethos of ACH at all times.
- Excellent verbal and written communication skills with the ability to produce high quality correspondence Tactful and diplomatic when under pressure.

How to apply

To apply please complete our application form by clicking 'Apply today' below. For an informal conversation or to find out more about ACH or the role, please don't hesitate to contact our People and Culture Manager, Werner Lourens - werner.lourens@ach.org.uk. Applicants need to have right to work in the UK to be considered for this role. We may close this role early, so please apply ASAP to avoid disappointment.