

Job Profile: IT Operations Business Analyst

CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.

Context

Technology plays a crucial role in enabling CAP's critical, poverty-busting work here in the UK and in our international operations. We are trusted to deliver solutions to CAP's changing needs and to support staff and our partner churches to seize opportunities offered by the rapidly evolving technological landscape.

Purpose

The role of the IT Operations Business Analyst is to work in our fast paced IT Operations team, managing defined projects to deliver solutions for our internal teams *and* to provide an interface between the team and all the CAP departments that rely on our systems.

The split between project management and business analysis will vary depending on the current workload of the team.

Passion

We are passionate about using our technical skills to provide the CAP family with generous IT support and excellent solutions. Through this, we enable our staff and partner churches to serve our clients better and help deliver CAP's vision to see the UK church serving and including those most in need.

Personality

We are an adaptable team operating in a fast-changing environment, who love technology and helping people do their jobs. We are dedicated and hardworking, fuelled by cake, biscuits and cups of tea.

Role:

Accountabilities:

- To work across different internal systems as the organisational needs change and grow.
- To assist teams in capturing and defining the system requirements using techniques like user stories and use cases.
- To create wireframes, mock ups and specifications to assist in iteratively discussing requirements and potential solutions with clients.
- To project manage assigned projects from defining the project through to closing and reviewing once a solution has been released.

Job Profile: Technology

- To take on responsibility for organising testing of new systems prior to release.
- To lead on communicating changes to key clients for assigned systems.
- To work closely with our internal teams, developers and external suppliers to ensure that new systems or processes meet the requirements and needs of our teams.
- Support end-user training (direct, train the trainer, or providing materials), and document new features.
- To ensure knowledge is shared across the wider Technology team.
- Stay up to date with developments in technology and business analysis best practice.
- To escalate any project hold ups or major risks to the IT Operations Team Leader.
- To actively participate in technical strategy and process improvement discussions.

Measurable Outputs:

- Work completed to scope and quality in agreed timescales, with minimal changes needed at testing / release stage of deployment.
- Achieve targeted customer satisfaction results with internal IT systems.
- Positive user adoption, usage and feedback on systems/features after launch.

Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

Other responsibilities include:

- Being willing to pray with staff and be fully engaged with our Christ-centred culture.
- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Person:

Education:

- Degree level or equivalent vocational training

Experience:

Essential

- Experience delivering projects that satisfy user requirements
- Experience of having to work using your own initiative
- Excellent knowledge of browser / web and database technologies
- Experience of using and applying analysis concepts and practices

Desirable

- Experience of formal IT project management or business analysis practice, including process modelling and writing user stories
- Experience of Agile methodologies
- Understanding of software development concepts and practices
- Experience of working in a technology team, as well as working alone
- Charity sector experience

Skills/Abilities:

- Excellent problem solving, analytical and evaluation skills.
- Excellent communication at all levels.
- Ability to remain calm and professional when communicating in challenging situations.
- Technically minded and adaptable.
- Ability to clearly communicate complex or technical information.
- Ability to solve problems, make quick decisions and work in a proactive manner.
- Able to build and maintain a great level of organisational awareness.
- Ability to work accurately with great attention to detail.

Christian commitment

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of own personal faith and in line with CAP's Statement of Faith.

All adults working in or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes:

- A responsibility to ensure a safe environment in which CAP services can be delivered.
- Identifying children and adults where there may be safeguarding concerns.
- Following the CAP *Safeguarding policy* in addressing any concerns appropriately.

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