

**IT BUSINESS ANALYST**

**JOB DESCRIPTION**

**Job title**: IT Business Analyst

**Based**: The Old Police House, London, Hyde Park W2 2UH, with travel to all parks

**Salary**: £41,551 to £45,752 per annum depending on experience

**Terms**: 12-month fixed term contract on a full-time basis, 36 hours per week including agile/hybrid working options. On occasion, system upgrades and enhancements will happen outside of normal business hours, so a flexible approach to working will be important.

26 days annual leave plus public holidays.

A pension scheme and healthcare plan are available.

**Reporting to:** Applications Support Manager

**Responsible for:** No direct reports

**Internal relationships:** IT Team, Heads of Services

**External relationships:** Third Party IT suppliers and vendors, as required.

**BACKGROUND**

The Royal Parks is a charity created in March 2017. We manage over 5,000 acres of diverse parkland, rare habitats and historic buildings and monuments in eight Royal Parks across London. These are: Hyde Park, Kensington Gardens, The Green Park, St James’s Park, The Regent’s Park and Primrose Hill, Greenwich Park, Richmond Park and Bushy Park. We also manage other important public spaces including Brompton Cemetery and Victoria Tower Gardens. Our eight Royal Parks and other public spaces are among the most visited attractions in the UK with 77 million visits every year.

**JOB PURPOSE**

Working closely with the Applications Support Manager and operational business managers you will produce detailed analysis and documentation for the main business processes throughout The Royal Parks. You will use this information to assist with the design, implementation of new solutions, and provide ongoing support of The Royal Parks IT systems, in particular SharePoint.

**MAIN DUTIES/RESPONSIBILITIES**

* Evaluate, document and maintain business processes.
* Perform requirements analyses for new solutions.
* Produce detailed specification documents to allow suitable IT solutions to be identified.
* Manage projects, develop project plans, and monitor project performance.
* Create and maintain policies and procedures for the business applications.
* Provide ongoing technical support for the business applications in particular SharePoint.
* Implement new software solutions, ideally utilising Power Apps.
* Conduct and assist with end user testing and training and produce end-user documentation.

**PERSON SPECIFICATION**

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| **Selection criteria** | **Essential / Desirable** |
| **Qualifications** | |
| * Degree in computer related subject | **D** |
| * Project management skills, such as Prince 2 | **D** |
| **Experience** | |
| * Experience of supporting business applications in particular SharePoint | **E** |
| * Experience of producing business process documentation | **E** |
| * Extensive experience in the creation of comprehensive end-user documentation | **E** |
| * Experience in delivering and executing test plans | **E** |
| * Some experience in a programming environment. This might be using PowerApps, or another programming tool, or manipulating data using Power BI. | **D** |
| * A track record of designing and documenting multi-user systems | **D** |
| * Experience of supporting a relational database environment, ideally MS SQL | **D** |
| **Skills, knowledge and ability** | |
| * A good understanding of managing and analysing large datasets | **E** |
| * Excellent written, oral, and interpersonal communication skills with the ability to communicate ideas in both technical and user-friendly language. | **E** |
| **Other** | |
| * Commitment to The Royal Parks’ values of being responsible, excellent, inclusive, open and respectful and a commitment to supporting diverse and inclusive teams | **E** |

The Royal Parks is committed to creating a diverse and inclusive workplace and is an equal opportunity employer. We encourage applications from candidates from all backgrounds and successful candidates will be appointed on merit.