

Job Description



Job title:	Business Systems Manager
Department:	Data, Digital and Technology – People and Resource
Reporting to:	Head of Technology
Salary:	£62,648 per annum
Hours:	35 per week
Location:	Based in London. We are open to a range of flexible working options, in line with Crisis' Hybrid-Working Policy with regular travel across Crisis UK offices
Contract type:	Permanent

Aim and influence

- Provision of applications for all major business functions and the management of internal applications specialists (product owners)
- Analysis of business processes and implementation of improvements utilising technical solutions
- Ensuring that Crisis' staff understand the systems and tools available through a programme of training and education

Financial and supervisory responsibility

- Management of a team of application specialists and business partners/analysts
- Take a lead role in supporting business engagement, especially in respect of managing demand/expectations around new application functionality, persistent application problems or issues or ideas for new applications or solutions
- Support the Head of Technology by improving understanding of the business process and objectives through engagement or more formal business analysis techniques

Job responsibilities

Systems development

- Support teams to successfully deliver projects including providing resources for larger improvement projects
- Ensure that the business applications adhere to IT design standards including project and application development methodologies incorporating security



- Provide a continuous development framework for application analysts (product owners) and 3rd parties to log, track, develop and deploy application-level change. Accountable for all the application development backlogs and associated delivery through 3rd party or internal resources.
- Ensure that requests for systems development are aligned with requests around data and insight, working closely with the data and insights team

Systems analysis

- As appropriate for each business team, directly engage in or oversee requirements and analysis activity including business requirements, use cases, functional or service descriptions, user journey maps, process maps, application wireframes, application backlogs and testing plans
- Contribute to business thinking by challenging ideas for solutions when appropriate; communicating relevant opportunities provided by technology or data and exploring ideas for improved processes or data capture approaches

Systems support

- Responsible for reporting of application performance across agreed KPIs such as availability, adoption, outstanding problems and backlog requests
- Responsible for the effective support of all corporate applications including training and all associated communications
- Working with the Service Delivery manager to ensure all operational applications issues are resourced and resolved within SLA commitments

General responsibilities

- Proactively seek out opportunities to promote and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work etc Act.
- Comply with all Crisis policies and procedures and promote good practice as relates to Safeguarding and Equality, Diversity & Inclusion
- Supervise, guide or direct volunteers where necessary
- Work collaboratively across departments to support Crisis' mission to end homelessness
- Commitment to the utilisation of Crisis' chosen IT Systems

- Competent in the use of laptops, desktop PC's and headsets
- Competent in the use of Microsoft applications i.e.: MS Outlook, MS Teams, MS Word and MS PowerPoint along with the use of online applications, for example Zoom and web browsers - Google Chrome or Microsoft Edge
- Carry out any other duties reasonably associated with your role

Person Specification

Essential

- 1 Excellent interpersonal skills, able to work across multiple business teams at all levels
- 2 Business analyst experience, ideally within a technology team (analyst/process mapping skills e.g. UML/ BPMN/ISEB or equivalent advantageous but not essential)
- 3 Extensive stakeholder engagement including ability to manage expectations and ensure business engagement with IT development processes
- 4 Experience in digital and enterprise application product development
- 5 Experience with Microsoft suite of products, in particular, Office 365, SharePoint and Microsoft Dynamics
- 6 Broad application technology expertise e.g. CRM, HR, finance, mobile applications, internet portals
- 7 Skilled in successfully leading teams of application specialists; line management and performance management
- 8 Experience with applications in cloud infrastructure
- 9 Motivate and foster creativity, communication and team working within the IT department and wider organisation
- 10 Commitment to Crisis' purpose and values
- 11 Commitment to equality, diversity, and inclusion

Desirable

- 1 Familiar with service management - helpdesks and ITIL framework; provision of applications support
- 2 Project management including requirements gathering and business benefits realisation; agile and waterfall experience

Business Systems Manager



- 3 Experience with developing application roadmaps in terms of product development and release schedules

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.