

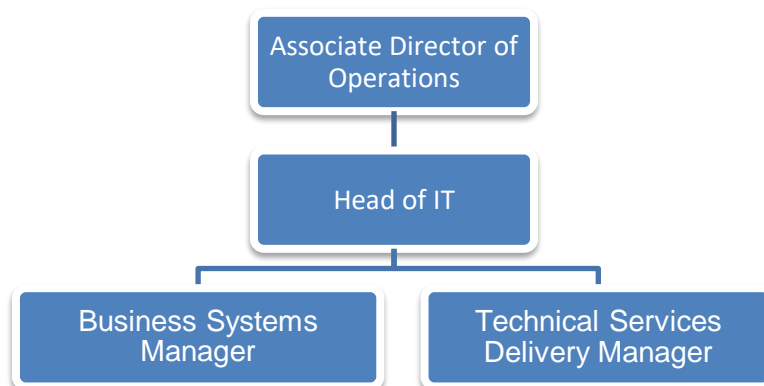
Job title	Business Systems Manager
Reports to	Head of IT
Division	Operations
Grade	£53,000
Duration	Permanent

### Main Objectives

The Business Systems Manager acts as the bridge between the business and IT, developing relationships with business units and teams within CIEH, and translating their requirements and expectations into practical deliverable IT developments and functions.

In addition to leading, instigating, and co-ordinating development, the Business Systems Manager administers these systems day-to-day, provides support to end-users and managers as required, and manages and owns the relationship between IT and third-party support companies.

### Organisation Chart



### **Strategic Context**

CIEH has recently upgraded to the latest Microsoft Dynamics 365 business systems. We now have a solid base on which to progress our extensive roadmap of improvements that the business needs to support new and improved services for our members and customers.

The successful applicant will be key in using their business analysis skills to gather requirements and contribute to developing new business processes across the organisation, followed by implementation of the most appropriate solutions.

### **Key Responsibilities**

1. Day-to-day support and systems administration, including documentation of business requirements and processes, in order to keep business systems running smoothly.
2. Ensure the data housed within CIEH systems are well managed in accordance with current Data Protection legislation and able to support accurate and timely business intelligence.
3. Manage relationships and support contracts with suppliers and developers of major business systems to ensure bugs are fixed and changes implemented in a timely and cost-efficient manner.
4. Plan and coordinate an ongoing programme of systems development and enhancements, in order to provide stakeholders with a roadmap of upcoming systems changes for the organisation.
5. Implement appropriate solutions and changes in partnership with suppliers and using proven project and change management methodologies, to keep CIEH's business system fit for purpose and meeting business needs.
6. Manage relationships between the business and IT to ensure that stakeholders needs are met.
7. Undertake such other reasonable duties as the Head of IT may require in accordance with the jobholder's position and status.

### **Person Specification**

#### **Experience and qualifications**

1. Experience and qualifications in business and systems analysis and change management.
2. Qualifications in Prince2 or other project management techniques, and the proven ability to work within a systematic framework.
3. Good understanding of data management best practices.
4. Practical experience of working with Microsoft Dynamics 365 business systems.
5. Experience of systems integration platforms and methods.
6. Experience of Microsoft Power Platform including Power Automate and Power BI an advantage.
7. Previous experience with membership organisations an advantage.

**Skills and personal qualities**

8. Ability to work with senior management and staff in a collaborative manner to drive through change at all levels.
9. Self-motivated and able to challenge and develop existing work practices. Creative, detail conscious and politically sensitive.
10. Excellent communicator, verbally, written and in structured meetings.
11. Good leadership skills with the ability to motivate teams and individuals.
12. A proven track record of building and maintaining positive working relationships.
13. Excellent customer service skills, with the ability to interpret user needs and support a largely non-technical user base.
14. A collaborative, pragmatic, open and “can do” attitude.