



The Honourable Society of the Middle Temple

JOB DESCRIPTION:

Position title:	Business Systems Analyst (Fixed Term)
Reporting to:	IT Manager
Tenure:	Fixed Term/Project Based
Responsible for:	Business Systems Projects Implementation, Management and Administration
Key Objectives:	Work with the IT Manager, to complete the implementation of key business systems projects.
Hours:	Full time (12 month contract)
Salary range:	£40,000 – £42,000

About Middle Temple

Middle Temple is one of the four Inns of Court which have the exclusive right to call men and women to the Bar, i.e. to admit those who have fulfilled the necessary qualifications to the degree of Barrister-at-Law, which entitles them, after a period of pupillage (vocational training) to practice as Barristers. The Inn holds numerous events and functions throughout the year and is also available for private hire.

About the IT Department

Until 2012 the IT Department consisted of one person, the Systems Administrator. The Inn's IT requirements were reviewed in 2012 highlighting the need for a new structure, services and approach to the provision and utilisation of technology at the Inn. That process resulted in the hire, of the Head of IT and the creation of a fuller IT department.

Since 2012 a significant number of changes and initiatives have been implemented, and continue to be deployed. A key element in this transition has been the work of the Business Systems Analyst.

The over-riding aim of this new IT structure is the provision of gold standard, customer focused IT services driving a 5 year strategy and providing cost-appropriate solutions that aid the Inn in achieving its goals and ambitions.

Main duties are to:

The primary focus of this role is to support the Inn's new CRM, CiviCRM. Working alongside the IT Manager and outgoing BA this role will develop Civi to support the Inn's daily and monthly processes. The successful candidate will need to have exposure to Civi and drupal, be hands on to create forms and reports, manage data as well as keep documentation current.

3-6 months into the term it is expected this role will start to assist with the roll out/development of Saffron a food management/costing solution. This will involve working inter departmentally to build/document robust processes that map into Saffron.



This is a key project to enable the events department to analyse their costs in more detail.

In addition to Saffron the role will help with the development of Ungerboeck, the Inn's events management software. Working with Finance and Events you will be analysing the best way to flow data from the Inn's systems. This is to reduce the paper/spreadsheets that are sent around the business.

You may also be required to provide support to the Finance BA to assist in the project to replace the Inn's current finance system.

Personality Profile:

As a small organisation, and team, this role needs a flexible, personable and friendly individual.

The overriding ethos of IT is Customer Support, as such roles/skills are not segregated, in that any member of the team will offer to help a member of staff, or member of the Inn, either using their own skills or ensuring the right member of the IT team responds quickly.

How to apply

If you wish to apply please send your CV and a covering letter explaining why you would like the job to Migena Toci, HR Officer at recruitment@middletemple.org.uk.

The closing date for applications is **Monday 29 January 2018**.

Middle Temple is an Equal Opportunities employer.



Person specification

	Essential	Desirable
Qualifications	Degree or equivalent.	
Background/Experience	<p>2 to 3 years of managing and administrating varied business systems applications</p> <p>2 to 3 year’s exposure to managing projects of varying size and complexity.</p> <p>Experience of working with 3rd parties in the delivery of key business systems.</p> <p>Proven ability to manage delivery of IT projects on time in a challenging environment.</p> <p>Broad understanding of systems and business need alignment.</p> <p>Significant experience of working with demanding, high-level (sometimes non-IT literate) users, stakeholders and heads of departments.</p>	<p>Experience in medium to large businesses where a structured approach to IT solutions is used.</p> <p>Experience of “best practice” approaches to project management, project documentation and training/administration materials.</p> <p>Demonstrable understanding of “gold standard” customer focused approach to IT Support and Customer service.</p> <p>Use of Crystal reports within/connected to, CRM solutions (CiviCRM would be a particular very desirable).</p> <p>Use, or exposure to, Microsoft SharePoint.</p> <p>Experience of SaaS approach.</p>
Skills	<p>Excellent team player with a customer service focused attitude.</p> <p>Multi-tasking and the ability to balance multiple projects and service delivery.</p> <p>Strong project planning and delivery skills.</p>	<p>Experience in training multi-ability groups in a variety of IT solutions/topics.</p> <p>Experience in process mapping utilising, amongst other skills, “Day in the life of” approach to needs assessment and work group sessions.</p>



	<p>Excellent interpersonal and communication skills, particularly the ability to communicate complex IT concepts in lay terms.</p> <p>Effective and constructive influencing skills.</p> <p>Ability to work effectively and on own initiative without micro management.</p> <p>Able to work with large complex data sets, used in the implementation of data management.</p> <p>Strong report writing and planning document skills.</p> <p>Good verbal communication skills.</p>	
Personal Qualities	<p>Methodical and highly organised with strong attention to detail.</p> <p>Highly customer service-oriented, energetic and delivery focused.</p> <p>Calm under pressure, patient and measured.</p> <p>Collaborative, co-operative and able to make and sustain positive relationships with colleagues at management and other levels.</p> <p>Able to win and maintain the trust and respect of colleagues.</p>	