Job Title: Business Analyst (part-time)
Department: College IT Department
Reports to: IT Manager
Key Communication Lines: Finance Manager, Senior Bursar

About Peterhouse
Peterhouse is the oldest College in Cambridge (founded in 1284) and is among the smallest (currently 291 undergraduates; 176 postgraduates; 43 Fellows). The College provides accommodation for almost all its Junior Members either on or near the main College site. The College is characterised by a high degree of regular interaction between Senior and Junior Members. It is a vibrant community, with many active clubs and societies, and a strong tradition of table fellowship. Peterhouse is situated in Trumpington Street in Central Cambridge.

About the IT Department
The College IT Manager is the relevant Head of Department and reports to the Senior Bursar. Assisted by four team members, of which this role is one, working together as part of a close-knit team, supporting the wider College IT and systems infrastructure.

Nature of the Post:
This is a 'part-time' role which will consolidate and develop a number of key duties previously performed by the College's Project Accountant who has recently announced her retirement. The role will be outward facing and high profile. It will support College Departments to improve business processes, support key month-end and year-end activities, troubleshoot with key applications and help enhance the quality of management information. The post will also be responsible for the following: supporting and developing the core College software applications and associated integrations with other applications or systems (including the University systems); and, from time to time, introducing and supporting new applications as required. This will involve analysing new requirements, managing the process through to live release, ensuring staff are trained accordingly, devising and delivering a support plan after implementation to ensure the application is put on a sustainable footing. The post holder is likely to have had experience in one or more of the following areas: business analysis, project management, Finance (or related) systems or auditing.
The post holder should have a willingness to work both independently and in collaboration with other team members, including Fellows, students, other staff members.

**Duties & Responsibilities:**

- Support staff who work with existing College applications, including HR & Payroll (Cascade/ Egress), Accommodation and Event Booking (Booker), Finance (Sage), Point-Of-Sale System (Uniware), Maintenance (TABS), Security access & control systems and College website/ intranet (Drupal 9)
- Monitor application performance, usage and integrations (including with any University systems) and manage any associated changes/updates or process enhancements
- Develop strong relations with key application users and stakeholders by assisting with key processes, especially in relation to systems integration, and by regular engagement and discussion with relevant parties
- Deliver improvements to business processes and the quality of management information, including the development, over time, of a “dashboard” of KPIs for each department
- Plan, in consultation with the IT Committee and relevant College Officers, future application strategies
- Project management of new College applications, from development testing to the live environment, including: technical design standards, release updates, communications, staff training and documentation deliverables, managing relevant 3rd parties accordingly, devising and delivering a post-implementation support plan
- Carry out adhoc projects as agreed with IT Manager, Finance Manager and Senior Bursar to address issues identified
- Deliver guidance and training on generic IT tooling such as MS Office 365, Teams, Excel etc.
- Communicate and announce applications changes, updates and upgrades in conjunction with the IT Manager
- To carry out any other reasonable duties that may be required from time to time as discussed and agreed with the IT Manager or Senior Bursar.

**Knowledge & Qualifications:**

- Educated to Degree level or similar academic achievement/ qualification
- Experience of Business Analysis and Project Management
- Experience of implementing IT software packages, management information systems and applications
- Experience, qualification or willingness to learn simple programming and scripting to assist with systems integration. Relevant technologies include:
  - SQL Server, DBA & scripting skills
  - Web interfaces, including Drupal version 9 and above
  - Other general programming and scripting techniques
  - Advanced Microsoft Office 365 (including Advanced Excel, including Macros)
- Experience of a Finance Department/ an accounting qualification would be helpful
- Knowledge of specific applications used by the College such as Iris/ Cascade, Egress, Booker, Sage, TABS, Drupal 9 would be an advantage but is not essential; a willingness and ability to learn these applications in some depth is essential
Skills

- Strong analytical and problem solving skills
- Advanced Excel skills and the ability to manipulate/analyse large quantities of data in a fast and efficient way
- The ability to learn new IT skills and to apply them to a variety of software packages or applications
- Strong team working skills, including the ability to work effectively with and support staff who are not expert users of IT
- Good interpersonal and communication skills (written and oral) are essential
  - The role involves training, addressing and working with a wide range of audiences, presentations, report writing and documentation of processes
- Good relationship management
  - The role involves managing relationships and communicating with third parties (suppliers and support partners) and users (e.g. Heads of Department)
- Ability to identify and manage user needs and expectations
- Ability to prioritise tasks
- A commitment to working patiently and steadily on long-term projects and to making continuous improvements to systems and processes

Hours and Salary
This role is part-time, the precise hours are negotiable, but the expectation is that the demands of the role will require between 15 – 22.5 hours per week, to be worked by agreement during normal office hours of 9.00am – 5pm Monday to Friday. The College is able to support flexible working arrangements where appropriate and is happy to discuss requirements at interview.

The salary in the region of £46,291 - £52,130 pro rata per annum depending on experience

Additional Benefits & Information
The holiday entitlement is 25 days per annum, plus 8 bank holidays (pro-rated for part-time). The College provides car parking whilst on duty, which is subject to availability. The College offers an auto-enrolled pension scheme to eligible employees, after 3 months’ completed service. The scheme is the Cambridge Colleges Group Personal Pension Scheme (CCGPPS) with Aviva. Lunch is provided free of charge when on duty over lunchtime and when the College kitchens are open. The College offers a medical cashback scheme to staff.

Health and Safety
All staff must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work. The College operates a non-smoking policy; smoking is only permitted in the designated smoking areas and during official breaks. The closing date for applications is midnight on 6th November 2022

Completed applications should be returned to: The Human Resources Manager, at:

hr@pet.cam.ac.uk