

Appointment of Business Systems Analyst (2528)

Guide for Applicants



Foreword

ballymena ballymoney coleraine larne magherafelt newtownabbey

Dear Candidate,

Thank you for your interest in working with Northern Regional College.

This is an unprecedented time of development and change in the history of the College, presenting exceptional opportunities to contribute to its future success. We recognise that our employees are crucial to our success as the College is committed to improving the quality of our curriculum, learning environment, and business processes.

This Guide for Applicants contains the information required to help you complete your application. Please read all of the contents thoroughly so that you are fully aware of the requirements of the Post, and the College policies and protocols relation to Recruitment and Selection, Equality, Vetting, and Appointment.

Further information about the College can be found on our website: www.nrc.ac.uk

Yours sincerely,

Signature

A handwritten signature in black ink, appearing to read 'Terri Scott', with a stylized flourish at the end.

Terri Scott
Principal and Chief Executive

1. Northern Regional College Profile

Northern Regional College was established in 2007 following the merger of the Causeway, East Antrim and North East Institutes of Further and Higher Education. We are the main provider of Further Education across four of new council areas, serving 25% of Northern Ireland's population. The College employs over 800 staff and had more than 20,000 enrolments during 2016/17 in over 1800 further education and higher education programmes and training contracts. The full-time provision is delivered at our main campuses in Ballymena, Ballymoney, Coleraine, Magherafelt and Newtownabbey with part-time and community based provision offered at more than 30 other locations.

Further information on the College may be found at: www.nrc.ac.uk

2. Vision, Mission, and Values

Our agreed Vision, Mission and Values are set out below:

Vision

“NRC will be an outstanding provider of training and further and higher education, focused on the needs of the modern economy.”

Mission

“NRC will provide learners with a life-changing, supportive and innovative experience, which will equip them with the skills to compete successfully in the global employment market and meet the needs of local industry and employers.”

Values

Student Focused	Putting the student first in all we do.
Innovation	Challenging ourselves to be innovative and drive continuous improvement.
Collaboration	Engaging proactively with internal and external partners to achieve joint goals.
Inclusiveness	Promoting equality, diversity, transparency and opportunity.
Sustainability	Focusing on the long-term future of our College.
Development	Committing to ongoing development of our staff.

3. Job Description

Job Title	Business Systems Analyst
Reporting to:	Head of Process and Systems Transformation
Tenure:	Permanent
Pay grade:	7
Location:	While the post holder will be required to work in and oversee duties at all NRC Campuses, the normal base for the role will be in either the Newtownabbey or Ballymena campuses.
Role summary:	<p>The Business Systems Analyst will play a key role in the identification, analysis and design/redesign of existing and new business processes that will support the objectives of the Process and Systems Transformation team in realising organisation wide business process efficiencies.</p> <p>The post-holder will design new solutions which could include automated workflows and/or bespoke application development using a Microsoft technology stack and the new FE sector wide Learner Management, HR and Finance systems.</p> <p>Supporting the Head of Process and Systems Transformation (PST), the post-holder will work with the PST team's Systems Development Engineers to ensure these solutions are successfully developed, tested, deployed and maintained.</p>

Responsibilities/Duties

Business Systems Analysis and Design

- Assist in the creation and maintenance of an organisational level, technical architecture library of documented business processes, workflows, applications, systems and data repositories.
- Take responsibility for investigative work to determine cross functional business requirements and processes using appropriate techniques such as workshops, interview, survey and observation.
- Verify, validate and prioritise requirements to ensure any proposed solutions are fit for purpose, achievable and will meet or exceed user expectations.
- Take an analytical approach to identify any areas of potential inefficiency using, for example, process modelling and root cause analysis techniques.

- Assist the Head of PST in the preparation of a roadmap of transformation identifying processes and opportunities for automation that will maximise return on investment.
- Design and develop process and data integration solutions that will remove the need for rekeying, manual copying and reconstruction of data across the College
- Enable business transformation via:
- Recommending/designing new or revised technology, systems and components which will transform existing business processes taking into account the following platforms within the overall operations support systems infrastructure:
 - Sector wide systems for Learner Management, timetabling, HR and finance;
 - Systems developed and supported in the College and by support teams of other colleges in the sector;
 - Our target platforms for reporting, automation, documentation, performance data and customer engagement, including Microsoft Dynamics 365, PowerBI and SharePoint;
 - SQL Server databases that support business systems.
- Achieve customer approval through technical visualization by the modelling and prototyping of proposed applications for subsequent development.
- Designing the user interaction and interfaces of any proposed solutions to ensure that the whole user experience is considered and meets or exceeds end user expectations.
- Translating logical designs into physical designs, and produce design documentation to facilitate an agile development model where appropriate.

Implementation, Commissioning & Support

Play a leading role in the implementation of solutions, in particular:

- Support the Head of PST in the definition of frameworks and development environments used to generate new solutions;
- Ensure that Systems Development Engineers fully understand designs and build solutions to meet specifications;
- Working from design documentation, develop the iterative agile working model for each project including task/module assignments and the design, code, test, fix and release cycle;
- Employing such agile delivery methodologies, facilitate rapid iterations of development and hence highly cost effective efficient feature implementation;
- Support developed solutions as they are deployed into the live environment, working closely with IT Support Team, Management Information Systems Team and other users as necessary;
- Deliver user training as required supported by appropriate documentation, video and face-to-face workshops;
- Provide ongoing support, delivering fault fixes and improvements to all delivered solutions.

Quality Assurance

- Ensure that all proposed designs are reviewed and agreed with the Head of PST prior to development.
- Liaise with the PST Systems Development Engineers to ensure that appropriate test cases and plans are designed and executed.
- Assist with System and User Acceptance testing when required, providing appropriate training and support to end users who may have limited experience of formal testing.

Team work

- Implement team specific actions as recommended in the annual delivery plan for PST as assigned by the Head of PST and agreed with the Chief Information Officer and VP of Business Development.
- Contribute to the culture of innovation within the PST team by keeping up to date with new technologies, identifying areas where this could assist transformation and pro-actively sharing this knowledge with the team.
- Build good working relationships with the other members of the PST team, ensuring that the responsibilities and needs of each role within the team are clearly understood and develop a strong esprit de corps.
- Take shared responsibility for maintaining the high performance of the team.

Key working relationships

In order to achieve the above aims, this role will involve a high level of collaboration with a wide array of College staff including:

- The chain of management, up to and including all of the Senior Leadership Team;
- All colleagues within the Chief Information Officer's Directorate;
- All colleagues within the IT Systems, Management Information Systems support teams;

As the nature of this role will involve communication with a wide range of staff, at varying levels, across the College it will be essential to adapt an appropriate communication style dependant on the target audience.

Duties may change as the College develops, therefore the person appointed will be expected to be flexible in relation to duties performed, subject to consultation.

Location may be changed subject to the requirements of the College.

All staff have an obligation to comply with the statutory duties relating to Section 75 of the Northern Ireland Act 1998 and will be required to contribute to the implementation of the College's Equality Scheme drawn up in accordance with this legislation.

4. Person Specification

Criteria	Essential/ Desirable	How Assessed
Qualifications		
Degree or HND with a strong IT element Or A minimum of 5 years relevant work experience in a Business Systems Analyst type role	E	Application form/certificates
Experience		
At least 2 years' experience (5 years if no Degree/HND) in a role which involves: <ul style="list-style-type: none"> analysis of business processes within an enterprise, comprising users, customers and product or service data; requirements engineering to include elicitation, analysis, validation, documentation and management; creating system designs liaising with in-house or external development teams to ensure that these are developed to spec. and tested appropriately prior to deployment; software testing including creating test plans and test cases. preparing and delivering user training and support 	E	Application form/interview
Experience of a formal Project Management methodology such as PRINCE2.	D	Application form/interview
Experience of data modelling, querying and reporting against enterprise level databases such as SQL Server/Oracle.	D	Application form/interview
Experience of designing form automation, workflow solutions based on MS Dynamics/SharePoint platforms or other workflow automation systems.	D	Application form
Knowledge		
Proficient in Business Analysis techniques for the design of efficient software solutions taking a structured system analysis and design approach.	E	Application form/Interview
Knowledge of information systems used in	D	Application form

Further or Higher Education institutions.		
Knowledge of structured business process modelling languages such as BPMN.	D	Application form
Other requirements		
Willingness to travel away from the College, including reasonable, short-term international travel if and when required.	E	Selection process and interview
Ability to travel between NRC sites and to external events outside normal College working hours as and when required.	E	

Competencies

Key Competencies		
Interpersonal effectiveness: ability to communicate effectively orally and in writing, and to present and facilitate workshops and team meetings, as well as one-to-one coaching.	E	Interview and additional assessments (where appropriate)
Identifying Opportunities for Optimisation: takes an innovate approach to identifying opportunities to increase efficiency and improve quality across College operations.	E	
Developing self: ability to reflect on and identify own learning needs, and committed to learning new skills and keeping up-to-date with new technologies.	E	
Developing others: ability to facilitate and support the development of others within the team ensuring that knowledge and responsibility is shared.	E	
Planning and delivering: ability to work to tight deadlines and prioritising where appropriate while ensuring quality is maintained and continuously improved.	E	

5. Terms of Appointment

- This is a permanent post.
- The salary scale for this post is £33,437 - £36,379. The successful applicant will normally be placed at the bottom point of the salary scale on appointment.
- Whilst the post-holder will initially be assigned to a designated base, there will be a requirement to travel to other campuses and beyond according to the needs of the post.
- The College reserves the right to change the designated base to meet with operational needs in the future.

6. Recruitment and Selection Process

How to apply

To apply in the first instance please email completed application form to jobs@nrc.ac.uk

Hard copy applications can be sent to:

Human Resources
Northern Regional College
Farm Lodge
Ballymena
BT43 7DF

The closing date for applications is **20 February 2018 at 1.00pm**. Please note the onus is on the applicant to ensure applications are received by HR by the specified date and time.

Application is by completion of application form - CVs will not be accepted.

Applicants with a disability who require assistance will be facilitated upon request. Applicants who wish to receive an information pack in accessible formats are requested to advise Human Resources of their requirements as promptly as possible, allowing for the fact that the closing date for receipt remains the same for all applicants as noted above.

Equal Opportunities Monitoring

The Northern Regional College monitors applications for employment in terms of community background, sex, marital status, political opinion, racial group, disability, sexual orientation and family status.

You should note that this information is regarded as part of your application and failure to complete fully and return this part of your application may result in disqualification. The

use and confidentiality of community background information is protected by the Fair Employment and Treatment (Northern Ireland) order 1998. It will be used only for monitoring, investigations or proceedings under the requirements of the above legislation.

Application Form

Applicants must clearly and fully demonstrate on their application form how they meet the essential and desirable criteria. The Northern Regional College may decide to interview only those applicants who appear, from the information they have provided on their application form, to be most suitable in terms of relevant experience and ability. It is essential therefore, that applicants fully describe on the application form how they meet each of the criteria for the role.

In the event of an excessive number of applicants the College reserves the right to move to desirable criteria.

Shortlist

After the closing date, the first stage in the selection process will be to conduct a shortlisting exercise. Applicants who have not fully demonstrated on their application form how they meet each of the criteria will not be progressed to the next stage of the process.

The Northern Regional College will shortlist solely on the information provided by the applicant on the application form. Members of the shortlisting panel will not make assumptions or take into consideration information known to them personally about any applicant.

Selection and Interview

Following the shortlisting exercise, a selection panel will form the next stage of the selection process. This will consist of a competency based interview and assessment against the essential criteria for the role. It is intended that the interviews will take place during March 2018.

Interviews will not be rescheduled to accommodate applicants who are unable to attend on the agreed date due to reasons such as holidays, as selection processes are normally completed on the day of interview.

If an applicant fails to present himself or herself for interview, it will be deemed that they have withdrawn from the selection process.

Applicants will be asked at interview to sign application forms which have been submitted via email.

Applicants attending interview are required to bring with them photographic identification. After the selection process, this documentation will only be retained for the successful applicant.

Notification of Successful Applicants

Selection panels **recommend** applicants for appointment. Applicants are advised that a **recommendation for appointment** is not an offer of employment and it must not be treated as such.

Offer of Employment: Appointment Verification

An applicant is deemed to have been offered the post only upon receipt of a formal written offer of employment from Human Resources Department, Northern Regional College.

A **formal written offer of employment** from the College, confirming a start date, will only be issued once the following have been received:

- The successful applicant's formal acceptance of the selection panel recommendation for appointment
- A satisfactory outcome to all elements of the College's vetting process, including Access NI Enhanced Disclosure Certificate.

Please note that successful candidates are required to pay the administration fee for the completion of the Access NI Enhanced Disclosure Certificate (which is currently £33).

The College vetting policy may be found on our website at www.nrc.ac.uk

Further information on Enhanced Disclosure Certificates may be found at: <http://www.nidirect.gov.uk>

Keeping of Records

All applicant records are kept in accordance with the Data Protection Act. Records are kept to fulfil our statutory obligation to submit an annual monitoring review under fair employment legislation.

Equality monitoring forms are separated from the application form, and retained on file for one year. The equality monitoring form does not hold information that could reveal identity. All other documents relating to applicants who were not appointed are destroyed securely.

Should you be appointed to this post, your applicant records (with the exception of the equality monitoring form) will be transferred to your Employee Personnel file.

Equality and Diversity

The College is designated as a public authority for the purposes of the Northern Ireland Act. This Act makes it incumbent upon us as an organisation to comply with the Act and in particular with section 75 of the Act.

Section 75(1) of the Northern Ireland Act (1998) states that it is now the statutory duty of public authorities to have:

'due regard to the need to promote equality of opportunity between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation, between men and women generally, and between persons with dependants and persons without.'

As part of our commitment to section 75 the Northern Regional College promotes equality of opportunity in all of its activities. All staff are required to comply with the principles of the Equality Scheme and provide a supportive, fair, inclusive and welcoming environment free from any form of discrimination or harassment.

As part of our duty under section 75, all staff will receive awareness training on section 75 and follow-up training. As part of its implementation of this statutory duty, the College deems it mandatory for all College staff to participate in the awareness training and in subsequent training sessions.

Further Information

Should you have any further queries about this selection process, please contact Claire Gardner on 02825 664231.