

# Job Description

Ummah Welfare Trust | +44 (0)1204 661 030



Reg. Charity No. 1000851

<b>ROLE</b>	<b>Business Systems Analyst</b>
<b>STATUS</b>	<b>Full-time (based at the head office in Bolton)</b>
<b>HOURS</b>	<b>40 hours per week</b>
<b>RESPONSIBLE TO</b>	<b>IT Manager</b>
<b>SALARY</b>	<b>Up to £40k per annum</b>

## THE ORGANISATION

Established in 2001, Ummah Welfare Trust is a UK-based international relief and development charity. Inspired by the Islamic teachings of empathy, generosity and selflessness, the trust aims to alleviate poverty and suffering across the world, and also ensuring that the rights of those who are neglected and oppressed are fulfilled by providing sustainable development solutions relating to shelter, education, health, and spiritual wellbeing.

Knowing that we are all ultimately accountable to the Almighty, the charity strives to maintain transparency and accountability, and as such the charity also has a full and transparent audit trail from the donor to the beneficiary.

To find out more about the organisation please visit our website on: <https://uwt.org/>

## THE ROLE

As a Business Systems Analyst you will work closely with the IT Manager and departments to implement our digital transformation projects throughout the organisation.

Your role will involve working with users at all levels within the organisation, identifying and documenting user requirements and producing the relevant specifications. You will examine existing and new systems for improvement, report common issues, evaluate the charity's performance, and recommend and document new system processes & procedures.

To excel in this position, you should be an experienced professional with in-depth knowledge of organisational processes and system analysis techniques. The ideal candidate will also be dedicated and demonstrate excellent written and verbal communication skills.

## MAIN DUTIES

- Carry out requirements gathering for all areas of the digital transformation project
- Identify effective solutions for software system issues
- Working with 3rd party solution providers to deliver relevant solutions
- Assess organisational performance, information, and plans by conducting regular tests and analysis
- Monitor the organisation's systems status and report any progress or changes
- Research and estimate the costs of upgrades and improvements
- Carry out process modelling and mapping exercises
- Supporting project teams during the analysis and planning stages of software development Recommend solutions for improving and restructuring the charity's procedures
- Setting and evaluating Key Performance Indicators
- Determining risk and return on investment for stakeholders
- Facilitating meetings and educational workshops for team members
- Acting as a liaison between the charity and its Information Technology (IT) department
- Working on other project phases like implementation and testing

## PERSON SPECIFICATION

CATEGORY	CRITERIA	REQUIREMENT
<b>Qualifications</b>	Degree in computer science or information technology or equivalent	Essential
<b>Experience</b>	A minimum of 3 years' experience as a business systems analyst	Essential
	Experience working with SaaS applications like Salesforce, 365 etc.	Essential
	Proven experience of full project life cycles	Essential
	Experience with UK compliance and regulation within the charity sector	Desirable
<b>Skills / Abilities</b>	Organised and methodical with good time management skills	Essential
	Agile advocate with a thorough understanding of Agile software development methodologies, values and procedures	Essential
	General understanding of information protocol and data protection	Essential
	Ability to work accurately and creatively with attention to detail and pride in the work completed	Essential
	Aptitude to learn and adapt with a creative approach to problem solving in a fast-moving environment	Essential
	Experience of working with third-party tools and their APIs	Essential
<b>Knowledge and understanding</b>	Understanding of business processes centred around accounting, finance and project management	Essential
	Knowledge of most mainstream applications (Salesforce, office 365 etc.)	Essential
	Knowledge of Agile methodologies like Scrum, Prince 2, waterfall etc.	Essential
	Demonstrated knowledge and experience of the humanitarian and non-profit policy sector	Desirable
<b>Other</b>	Personal conduct and delivery of work should comply with the values and culture of Ummah Welfare Trust	Essential
	The ability to occasionally adapt working hours to meet the requirements of the organisation	Essential
	Hold a valid UK driving license and have full access to your own car	Desirable

**This post is subject to a Disclosure and Barring Service (DBS) check.**

The closing date for applications is **30<sup>th</sup> November 2022**, although the position may close sooner if the right candidate is found.

To apply for this role, please email your CV and Covering Letter to [vacancies@uwt.org](mailto:vacancies@uwt.org)

Please ensure that you **address how you satisfy each of the criteria in the person specification in your covering letter.**

For more information or discussion about the role please contact: 01204 661048