

Business Systems and Data Analyst

Job Description

Location	Oxford Based- Hybrid location (mainly home-based with office attendance as required)
Salary	£45,000-£50,000
Hours	Full time (37.5) (Part-time or Flexible Working will be considered)
Contract type	Permanent
Reporting to	Head of Operations and Special Projects

Introduction

UCISA was founded in 1992 and is a registered charity. We are a not-for-profit member led organisation for digital practitioners within education. Via knowledge exchange and sharing, we support continuous improvement of expertise among the UK university and college community underpinning teaching, learning and research transformation through better use of digital technology and information systems.

Overview of the role

UCISA supports institutional and corporate members to improve their expertise through better use of digital technologies and information systems.

UCISA collects and holds a variety of data about our members and uses a variety of business systems to inform and develop our services. We wish to better underpin our membership offers through effective interrogation and analysis of and reporting on our data and utilisation of our business systems.

The Business Systems & Data Analyst is a new role within UCISA with the specific aim of improving how we collect, analyse and utilise data and systems to better serve our members. A key element of this role is supporting both UCISA and its wider membership through the effective use of technology and data.

This is an exciting opportunity for a highly organised, self-motivated, proactive individual who can manage relationships with a wide range of stakeholders and use their broader skill set to access, interrogate, interpret and report data and to provide insight and identify improvements.

The post-holder will have a proven track record of delivering practical results, problem solving and be able to work under pressure. Possessing strong organisational skills, you will also be able to prioritise workloads across all aspects of the role and work to tight deadlines.

As the lead for UCISA's business systems and data, you will collaborate with our technology partners to support and enhance our systems. You will understand our business requirements and play a key role in bridging the gap between our business needs and technological solutions. Your expertise will help us to enhance our business processes and unlock the full potential of the data we collect, enabling the business to make informed decisions and plan for future developments.

Responsibilities/duties

Working closely with the **Head of Operations and Special Projects**, the post holder's duties will include:

Business Systems Management

Conduct research and analysis of business processes and user needs, defining and prioritising requirements for system and process improvements and efficiencies.

Translate business requirements into clear technical/functional specifications and process flows for system design, configuration, and reporting.

Lead and maintain UCISA's business systems in collaboration with the Head of Operations, Special Projects, and external partners.

Oversee end-to-end project delivery, including product roadmaps, to maximise system functionality and benefits.

Develop implementation plans for new processes, including budgeting and resource allocation.

Support change management and the rollout of new systems within UCISA, including QA testing and support of UAT planning with business stakeholders to validate the functionality and integrity of solutions and facilitate resolution of issues identified during testing.

Communicate with management regarding system issues and coordinate outage/problem resolution.

Ensure system upgrades and changes follow change control procedures.

Collaborate across the organisation to embed new processes and systems.

Create user guide documentation and train and support staff and UCISA members to ensure effective use of systems and technologies.

Oversee the deployment and optimal use of MS Teams for UCISA's community groups

Data Management

Utilise data science techniques to extract insights and add value to business operations

Analyse and model structured and unstructured datasets to provide key business intelligence

Assist in the creation of data visualisations to present findings to the management team and other stakeholders

Act as gatekeeper for UCISA data, managing data integrity and ensuring data is accurate before utilised for analysis and reporting

Work with Management Team members to develop appropriate reports and audits of system usage, and data quality

Consult and work with external ICT technicians and the Head of Operations and Special Projects in the implementation and maintenance of software, testing upgrades, version control and compatibility with associated hardware and software, for the systems

Comply with all information governance requirements, including GDPR, the Data Protection Act 2018 and the Digital (Data and Use) Act 2025

IT Operations

Work closely with the Head of Operations and Special Projects to:

- Develop and enforce IT policies, maintain security standards and oversee compliance
- Liaise with IT providers in oversee responses to IT issues, coordinate resolutions and communicate with the relevant stakeholders

Internal/Organisational

- To work towards and in line with UCISA's strategic objectives: Passion, Collaboration, Inclusivity and Trustworthiness
- To take advantage of continuous professional development opportunities

- Participate in a regular Staff Development Review
- To participate in UCISA team meetings, away days and team development events
- Ensure the implementation and compliance of UCISA's Health and Safety Policy and supporting procedures in their day-to-day operations.
- Take reasonable care for the health and safety of themselves and of other persons who could be affected by their acts or omissions
- The post holder may be called upon to carry out any other reasonable duties as required of UCISA

Personal Specification

Essential	Desirable
Educated to degree level in a relevant field (e.g., Computer Science, Data Analytics, Business Administration, Information Technology) or equivalent experience	Experience in a similar Higher/Further education sector role
Proven experience in a Business Systems/Data Analyst role or similar and a good working knowledge and understanding of business analysis tools and techniques.	Experience of CRM or events management systems
Substantial experience of effectively managing, analysing and reporting on business insights in a digital environment	
Track record of working with complex datasets and delivering insights to improve business processes, including managing a product roadmap and overseeing system functionalities	Familiarity with advanced data capture and processing methodologies
Experience supporting and advising community groups or members in the use of technology	
Advanced Excel skills (e.g., sorting, filtering, pivoting, combining datasets)	
Highly competent in data analysis, modelling and using statistical techniques, including structured & unstructured data	Knowledge of statistical techniques and their applications in business contexts
Highly skilled at managing data quality control, validation and linkage and a proven knowledge of GDPR policies and compliance and experience of working appropriately with sensitive and/or confidential data	
A thorough knowledge of and experience of utilising data analysis tools, including advanced skills in Excel and relational database (such as Oracle)	
Skilled in designing, developing user-friendly dashboard and visualisation products for reporting and disseminating key data and insights to inform decision-making and communications.	Experience with data visualization and reporting tools (e.g., Power BI, Tableau)

Excellent knowledge and application of data modelling, cleaning and enrichment techniques	Certified database Administrator Associate holder (such as Microsoft, Oracle)
Experience of building effective relations with teams and contractors at all levels	Experience supporting and advising community groups or members in the use of technology
Highly effective communicator, able to create high level reports, documents, briefings and presentation findings and insights in a variety of formats for diverse audiences and stakeholders, including non-technical stakeholders	
Experience using collaboration tools, including Microsoft Teams/Office 365, Dynamics, Sharepoint, and supporting their deployment	
Excellent interpersonal and influencing skills to liaise with IT professionals, external providers, and all stakeholders	
Proven ability to collaborate with third-party suppliers to manage long-term partnerships	
Excellent organisational skills and the ability to work effectively under pressure	
Highly responsive, excellence service focused and very able to 'think on your feet'	
Specialist analytical and complex problem-solving capability, including process and systems analysis, an ability to identify improvements and strong eye for detail	
Experience of database management and a strong understanding of databases structures and querying and retrieving data using SQL.	