Versus Arthritis

Job description

Job title: Customer Relationship Management (CRM) Business Analyst

Reports to: Assistant Director Data and Systems

Department: Digital and Data Development

Directorate: Finance and Corporate Resources

Our vision

A future free from arthritis.

Our mission

We won’t rest until everyone with arthritis has access to the treatments and support they need to live the life they choose with real hope of a cure in the future.

To deliver our mission we invest in world class research, deliver high quality services and campaign on the issues that matter most to people with arthritis. We have developed an ambitious five-year strategy, complimented by our research strategy to help us achieve our vision and mission.

**Our values**

We are United, Compassionate, Inclusive and Brave in all that we do.

**Directorate overview**

The Finance and Corporate Resources Directorate (FCR) encompass the charity’s Finance, Awards and Procurement, Governance, Assurance and Legal, Improvement and Impact, ICT, Facilities and Digital and Data Development as well as ensuring our impact is clearly defined. The Directorate’s work ensures the charity is sustainable in the long term.  We deliver excellence in policy, process and systems in a range of infrastructure of our business management functions to ensure that we are a well-managed organisation with strong foundations.

Job purpose

It’s an exciting time to join Versus Arthritis as we are gaining momentum in our Data and

Systems Transformation Programme (DST). The DST programme will deliver many new

digital systems, integrated data and reporting capabilities. One of the key deliverables is

the replacement of the current fundraising system and introduction of a new CRM that will

provide a platform to support the delivery of strategic benefits that support people living

with Arthritis.

As the CRM Business Analyst, you will be responsible for reviewing, creating, improving, updating and implementing business processes that are impacted by the implementation of a new CRM & data platforms built on Dynamics 365 and the Microsoft Power Platform. This role will support and facilitate business functions to express business and functional requirements, ensuring that outcomes are aligned with our visions and business strategy. You will manage and actively implement agreed process and data management improvements, which should include new, effective, and efficient processes and workflows that are compatible with Dynamics 365.

You will document and map processes and make recommendations based on solid evidence, with a clear understanding of their impact on the organisation. We are seeking someone not afraid to challenge the ‘as is’ and ‘to be’ processes to ensure that our requirements for a new CRM system are as lean as possible to support an optimal project and system implementation.

**Main Duties**

* To engage with business and technical stakeholders to develop an understanding of business needs and objectives.
* To lead to the development of requirements, specifications, business cases, benefits, project justifications.
* To support, advise, develop and innovate improvements to business processes and enterprise, data, systems and applications architecture.
* To facilitate workshops to gather stakeholder viewpoints, requirements and defined processes.
* To catalogue and critically evaluate information gathered from multiple sources, reconciling conflicts, and translate high level information into technical detail.
* Specify ‘as is’ and ‘to be’ processes and recommendations related to a proposed solution (Dynamics 365).
* To embrace, embed and deliver the organisational values, commitments, and culture throughout all activity.
* Ensure commitment, alignment and sign off from department leaders on documented processes also highlighting areas of risk and potential uncertainty with current and to be processes.
* To undertake any other duties as appropriate to the role and organisational requirements.

Key stakeholders and relationships (internal/external)

* Assistant Director Data and Systems
* Director of Income and Engagement
* Programme Manager
* Head of Digital and Data Development
* Head of Legacy and Supporter Care
* ICT Project Manager
* Data Governance Manager

End of job description. Person specification on following page.

**Person specification**

Experience and knowledge

* Excellent understanding of business environments, with proven experience of process improvement and process design in business and/or non-profit organisations.
* Ability to challenge the status quo, identify more efficient ways of doing things and redesigning processes for new systems.
* Experience of working with cross functional teams and colleagues from a range of disciplines to produce and ensure the adoption of improved ways of working and better results.

Qualifications and professional memberships

* Proven experience of working within PRINCE2 or Agile SCRUM methodologies.

Skills

* Effective team player, ready and willing to ‘roll up your sleeves’ to support the team to deliver successful projects and business change.
* Attention to detail to eliminate assumptions and ambiguity.
* A strong problem solver.
* Ability to engage positively with a range of stakeholders from senior management to system users to technical colleagues and external suppliers.
* Constructively challenge stakeholders and their requirements to ensure added value.
* Ability to articulate ideas, thoughts and engage in the decision-making process.
* Takes full ownership of the requirements process from eliciting, sign off and changes at various stages of the project lifecycle.
* Ability to manage workload and multiple projects.

Desirable experience, knowledge and skills

* An interest in improving the lives of people with arthritis.
* Experience of Customer Relationship Management (CRM) systems, preferably Dynamics 365.
* Working with theories of change and/or other strategic tools to enable identification of outcomes and activities.
* Six Sigma, Green Belt, or equivalent.

Criminal Record Check

Versus Arthritis is committed to keeping children, young people and vulnerable adults safe from harm. We will undertake safer recruitment practices and relevant checks applicable for the role.

This role DOES NOT require a Criminal Record check.