



# Business systems analyst

Job description and organisational overview



**Contents**

Job Overview ..... 3

Background ..... 3

Mission, Vision and Values ..... 4

Job Description .....5-6

Person Specification.....6

Working for us ..... 7

Application Process ..... 7



## Job overview

<b>Post:</b>	Business Systems Analyst
<b>Location:</b>	1 Lamb's Passage, London, EC1Y 8AB
<b>Salary:</b>	up to £30,000 depending on experience.
<b>Closing date:</b>	Monday 3 <sup>rd</sup> February Interviews: week beginning 10 <sup>th</sup> February 2020

## Background

In the autumn of 1906, eleven men gathered around a table to witness the birth of the United Kingdom Evangelization Trust (UKET). Progressive for its time, UKET's primary function was to hold in trust, resources generously given by its members, for Christian based philanthropy.

Fast forward over 100 years and Stewardship remains a progressive pioneer of generosity; receiving, investing and releasing around £70 million of charitable giving each year. Having undergone radical growth through numerous mergers, Stewardship is now proud to be within the top ten faith based charities.

In recent times, Stewardship has started a journey of transformation; from a traditional transactional service provider, to an innovative and technically-orientated professional services company. The transformation has involved changing some of our core functions, with growth in the likes of IT, digital marketing, professional services and product development. We have a very strong donations processing platform developed and maintained by an outsource partner. Furthermore, we are actively growing our ability to connect with our clients and connect them to each other, to roll out our services using the ever widening array of device platforms and to create and change new products.

Our bold, ambitious vision for the future requires an increase in capacity within the Systems Development Team to deliver new features to our online products and our existing bespoke software and support the staff using those products. We can now offer this opportunity to work in a friendly, but busy team, where you will play a significant part in driving forward our mission.



## Mission, vision and values

Our vision is for the world to encounter Jesus through the generosity of His church.

Our mission is **transforming generosity**:

**We make giving easy** and help over 25,000 individuals to give around £70 million each year, to our database of over 19,000 charitable causes. We help people organise all of their charitable giving from the first gift to the last, any amount, at any age, using their Stewardship Giving Account. Our online fundraising website, give.net, helps hundreds of causes raise more money each year.

**We inspire greater generosity** from the Christian community too, through our wealth of resources, courses and campaigns for individuals and churches alike. We challenge and provoke the church to teach more effectively on generosity. Our own generosity campaigns and resources, including the award-winning 40acts, attract thousands each year.

**We strengthen Christian causes**, by offering practical, tailored financial and legal support to help Churches and Christian charities to transform the world. We offer a range of professional, legal and financial support services to churches, charities and individuals.

At our core, as believers in Jesus Christ, are the biblical values of:

**Generosity**

**Integrity**

**Relationship**

**Excellence**

### **IMPORTANT - Occupational Requirement (OR)**

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement, including active membership of a local church congregation.



# Job description

## Overview

As a Business Systems Analyst within our team, you will help Stewardship move forward with products and support the staff using those products by delivering a logical, reasoned, effective service.

You will be expected to be part of a team who pray together and seek to define systems which help to deliver our missional goals.

## Main responsibilities

Product Specialist:

- Understand how the functionality of our core giving platform is built and used
- Support the staff using those systems with expert knowledge of those systems
- Guide the direction of new functionality for those systems with the project management team

Write specifications for new system functionality based on business requirements and fitting in with an Agile methodology:

- Write specifications for new features in our bespoke software working with our product team to agree fit with user experience designs and our system development agency to align with the development process
- Read and feedback on specifications for new features in our bespoke software

Test new product releases:

- Test each sprint prior to a full release to minimise bugs within the software
- Remaining bugs and errors are identified as part of the test process
- Ensure no major bugs are identified when the software released within Stewardship or to external clients
- Where minor bugs arise, develop and communicate suitable workarounds for the appropriate users

Support the Giving Services, Philanthropy Services, Deposits and Finance teams:

- Provide advice and guidance to enable system users to address problems
- When issues arise deal quickly and effectively with them in conjunction with the IT team

Design, create and maintain system communications to givers and recipients:

- Create and update communications including attachments and statements in StreamServe quickly and without error, meeting business objectives
- Ensure Giving Services and clients understand the communications generated
- Ensure processes are replicable and reliable

Specify, design and develop reports, using SQL, within products and to support the business:

- Occasionally create new reports, ensuring the results are technically accurate
- Ensure any changes are made effectively and communicated internally and where appropriate, to end users
- Occasionally produce reports to meet user expectations and business requirements quickly and effectively

Undertake ad hoc analysis, using SQL, to provide insight and understanding:

- Occasionally respond to internal and external requests for data analysis to meet business needs
- New tools and applications are learnt and skills acquired to increase capability

## Person specification

We recognise that to be great at your role there are certain characteristics that are important and others that enable a good fit within our existing team, and culture:

- You are a logical thinker who loves to work through problems and find solutions
- You demonstrate attention to detail, deliver high levels of accuracy and care in the performance of your work
- You can spot inconsistencies easily, ensuring new specifications are in line with existing ones, amongst other things
- You are an influencer of outcomes, you have good ideas and communicate them to others
- You are able to plan and prioritise work to meet deadlines.
- You are a practicing Christian and able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.

## Your experience

We are believers in investing in talent and potential, however for the best chance of success experience in most of the following will stand you in good stead:

- You have worked with business users on solving business problems and translating that into system needs
- You have worked in an Agile development environment
- You have SQL Database understanding
- You have tested new software for bugs and usability
- You have written specifications for new software
- You know how to write simple select queries in SQL



## Working for us

### Working hours:

This is an office based full-time post, working 5 days per week. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work on a flexi-time basis between 8.30am and 6pm in accordance with the needs of the organisation.

### Annual leave:

27 days.

### Company benefits:

Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary, into a group personal pension scheme (applicable after 3 months service). A salary sacrifice scheme for personal contributions is also available.

Other benefits are available including childcare vouchers, subsidised gym membership, a matching scheme for charitable giving and we always remain open to ways we can look after staff and create an environment where people want to work.

More details on staff benefits can be found at <https://www.stewardship.org.uk/jobs>

## Application process

Please complete our standard application form, together with an equal opportunities form. If these are not attached to this document, please download from [www.stewardship.org.uk/jobs](http://www.stewardship.org.uk/jobs). Please also provide an up to date copy of your CV.

Please provide suitable daytime and mobile contact details as well as a confidential email address wherever possible.

Please submit all your paper work electronically to [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk).

All correspondence will be acknowledged within 48 hours.

If you do not receive an acknowledgement for all future emails, please presume your email has not been received; you should make contact by phone 020 8502 5600.

**For further information, please contact Kofo Abidemi, HR & Facilities Administrator.**

**Address:** 1 Lamb's Passage, London EC1Y 8AB  
**Telephone:** 020 8502 5600 extension 307  
**Email:** [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)