ROLE PROFILE FOR PEOPLE SYSTEM SUPPORT ANALYST

About the National Church Institutions (NCIs)

The National Church Institutions comprises a wide variety of teams, professions and functions that support the mission and ministries of the Church of England in its vision to be a church, centred on Jesus Christ, for the whole nation - a church that is simpler, humbler, bolder.

We Include. You Belong.

Our Belonging and Inclusion Strategy aims for everyone in the National Church Institutions (NCIs) to feel that they belong, and are valued for who they are and what they contribute. Together, our people contribute in different ways towards our common purpose, whichever NCI they work in and whatever their background.

Living out our values in all that we do, we:
- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

We believe our commitment to belonging and inclusion fuels our progress and drives us forward. The NCIs are a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience we're looking for then we would like to hear from you.

About the department

The Data Services team is one team with four functions; Data & Analysis, Data Operations, Information Governance and Partners & Projects. Functional leaders work closely together to ensure a team approach is adopted, utilising skills from across the functions to solve problems and innovate together.

Across the Data Services team all functions have elements of BAU and Project work, a project for example could be a data collection system, research project or data protection task. The Partners and Projects function will maintain the business planning for Data Services as a whole and is the gateway for new work. Working with the functional leaders the Partner and Projects function will make decisions on how best to resource projects by either using existing resources if capacity allows or signposting to external quality providers.

What you'll be doing

The People Systems Support Team requires a permanent member of staff to provide support to our People Systems including Oracle, CMS, Pathways and future planned systems as they come online. They will play an active role within a customer-focused support team and will forge working relationships with NCIs and the Diocese.

This will require an understanding of the technology and its application to the business. This role is critical to the successful realisation of the benefits of the People & Data Programme. As one of the first contacts our users will engage within the People Systems Support Team, customer-focused delivery is key to this role.

The support analyst will be a highly trusted professional who will provide day-to-day operational and help desk support for People System activities. The support analyst will support the Team Leader in developing relationships with internal teams and customers in setting processes and standards for the deployment, tracking/reporting, and maintenance of data and content within the people system. They will work with the wider Data Services team to troubleshoot and resolve operational issues that arise and work with Diocesan Operational Users and staff to maintain data accuracy and integrity. As part of this position, the role holder will be expected to assist the Team Leader in delivering training to enable users to develop skills in effectively using the People System, CMS and Pathways.

MAIN DUTIES AND RESPONSIBILITIES

- Work supportively and sensitively with colleagues and stakeholders to help them adopt solutions and processes that are unfamiliar.
- Deliver virtual and in-person support and training to users.
- Provide troubleshooting and support for issues and questions related to the people system, its users, and its content, escalating with managed service providers and developers, as appropriate.
- Apply urgent changes to records to ensure the National Register is compliant with CDM/Prohibition decisions sensitively and swiftly.
- Maintain department and position data in partnership with our diocesan offices.
- Raise & monitor Oracle Service Requests.
- Apply necessary changes to the security access for Oracle environments in line with policy and procedure.
- Provide occasional support for the other systems which Support Team colleagues have responsibility for, including Pathways (Recruitment Applicant Tracking System), the National Safeguarding Case Management System, and any other systems which the team may take responsibility for in the future.
- Act as a Data Steward in the Boomi integration platform by maintaining Master Data with respect to systems being supported by the team.
- Create support documentation as directed by the Team Leader.
- Work with the Projects and Partners function of Data Services to transition new initiatives into Business-as-Usual status.

Your job description is intended to reflect your main tasks and areas of work, but is not exhaustive. Changes may occur over time and you will be expected to agree any reasonable changes to your

job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

About You

The Church of England is for everyone and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

Essential

- Fluency in both spoken and written English and holding a high level of numeracy.
- Experience in providing support and administration for HR & Payroll systems, cloud-based IT systems and their integrations.
- Previous experience of working in a Customer Service environment and can demonstrate delivering customer care.
- Ability to communicate technical concepts in a concise, logical manner.
- Engage, with confidence, a wide range of customers to establish their needs to support them in using and understanding our variously connected systems.
- Possess a passion for learning and mastering complex system functionality
- Accuracy and attention to detail.
- Ability to prioritise customer needs, provide excellent customer service and communicate clearly with users and stakeholders at all levels of the organisation, and with all levels of IT confidence and experience.
- Ability to review data for deficiencies and errors, correcting incompatibilities and verifying output.
- A clear communication style both verbally and in writing.
- Flexible and organised approach to work.
- Able to use a keyboard for a substantial proportion of the day.
- Comfortable working as part of a team and under own direction.
- Adept at juggling competing priorities.
- Confident creator of documentation using Microsoft Word and/or PowerPoint.
- Proficient skills in manipulating data, and confident using functions within Microsoft Excel.
- Manage data of a sensitive nature with tact, diplomacy and discretion.
- Compliance with data integrity and security policies, possessing an understanding of issues surrounding confidentiality.
- Comfortable working remotely for the majority of the time, with occasional visits to the office in Westminster, London.
- Calm and efficient under pressure, retaining a sense of perspective and humour.
- Carry out their duties with kindness, compassion and empathy.

Desirable
- An understanding of the structures of the Church of England.

October 2024

Vacancy Summary

JOB TITLE:	**PEOPLE SYSTEM SUPPORT ANALYST**
NCI ENTITY:	Church of England Central Services
DEPARTMENT:	Data Services
GRADE:	Band 5 Standard Point
SALARY:	£38,918
WORKING HOURS:	35
PRIMARY OFFICE LOCATION:	Remote Working
HYBRID WORK ARRANGEMENTS:	Occasional visits to Church House, London when required
SUITABLE FOR FULL HOMEWORKING:	☐
HOMEWORKING REQUIRED:	☒
CONTRACT TYPE:	Permanent
IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL	☐ Select level of DBS Check required
IS A FAITH-BASED FOR APPLICABLE FOR THIS ROLE?	☐
ORACLE POSITION CODE:	8101247
COST CODE:	50501
PARENT POSITION:	Team Leader – People System Support