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| **Job Title:** | Business Systems and Data Analyst |
| **Department:** | Operations, Estates, and ICT |
| **Reports to:** | IT Manager |
| **Responsible for:** | No direct reports, working across RADA and RADA Business |
| **Salary** | £37,500 |
| **Contract:** | Permanent, full-time  |
| **Location** | On site at RADA |

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| **Prime Function of Role:** |
| This role will lead on managing, maintaining and developing business applications and data at RADA and RADA Business, ensuring they support the organisation’s needs. There will be focus on Microsoft 365, Dynamics, Power Platform and Entra as well as variety of off the shelf applications. This role will also support with data management, working with relevant colleagues to ensure data is collected, stored and analysed effectively and compliantly. |

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| **Key responsibilities****Applications*** Take ownership of Dynamics 365, Power platforms and off the shelf applications across RADA and RADA Business
* Provide application support for users including access management and bug fixing and ensuring all tickets are logged, tracked and trends are monitored
* Work proactively to ensure recurring issues and pain points are identified and resolved, enhancing process flow and reducing errors
* Ensure systems are maintaining, patched and updated to ensure they are secure and feature full.
* Log user change, feature and development requests.
* Ensure development, testing, release and change management best practice is implemented and followed.
* Identify system developments which would enhance process flow or reduce errors, assess, and produce development specifications.
* Create and maintain user guidance and documentation library
* Devise and provider training for users
* Ensure all software is correctly licensed

**Data*** Work with the IT Manager and RADA DPO, take ownership of data management across RADA and RADA Business
* Ensure data is collected, updated, sanitised and deleted in line with relevant policy, contracts and legislation
* Write and maintain reports
* Work with colleagues to understand what can be analysed and presented to best support the needs of the organisation
* Create and maintain user friendly dashboards

**General*** Triage ad hoc IT related queries, providing solutions and directing queries to second line support as applicable
* Take on any additional duties and responsibilities which may be reasonably expected within the terms of contract
* Contribute to the development and culture of RADA, attend RADA training and staff events as and when required
* Promote Equality, Diversity, Inclusion and Anti-Racism at all times and ensure they are at the forefront of your thinking when undertaking your responsibilities
* Comply with GDPR regulations regarding protecting personal data
* Comply with Health and Safety legislation and ensure you are up to date with RADA’s Health and Safety Policy

By accepting a role here you are acknowledging a commitment to RADA’s values and mission, and a willingness to contribute to the ongoing development of the same. |

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| **Person Specification** |
| **Qualifications** | * Qualifications in Information Technology, Computer Science, Application development or a related field or relevant experience in a similar role and evidence of continuous professional development.
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| **Required skills and experience** | * Experience working with Dynamics 365
* Experience in development, release and change management
* GDPR training
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| **Key attributes** | * A passion for education and the arts, with a willingness to engage in the unique culture of a drama academy.
* Innovative thinking, with a problem-solving approach to challenges.
* Resilience and flexibility, with the ability to adapt to changing technologies and business needs
* A collaborative team player who values equity, diversity and inclusion.
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***Note****: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*