

About The Role...

An exciting opportunity awaits the right candidate to help us maintain and develop our Quinyx workforce management systems, our PSP HR and payroll systems, as well as help our users adopt new systems across our busy Care Services vertical and our central support services vertical.

As the Senior Business Systems Administrator, you will be responsible for working with key business system owners to configure, change and administer business systems that will help to improve processes and introduce efficiencies. You will always be thinking about how our systems can do things better and more efficiently in alignment with our strategic business transformation programme.

Ben is looking for an experienced, highly organised person with a great eye for detail and plenty of team spirit. You will provide administration support initially for Quinyx Workforce management, PSP HR & Payroll, but you will progress to other systems as Ben rolls out its Business Transformation Programme.

The skills you will need are...

Strategy & Planning

- Consulting with business systems owners, management and users to determine the needs of the systems
- Configuring and designing systems solutions to meet business goals

Acquisition & Deployment

- Using techniques such as sampling, model building and structured analysis, along with accounting & HR principles; ensure our solutions are efficient, cost-effective and financially feasible
- Overseeing implementation, coordinating tests and observing initiation of the system to validate performance

Operational Management

- Manage and configure solutions to meet the business requirements in a commercial and effective manner.
- Develop specifications, diagrams and flowcharts for users to follow
- Continually review and verify that systems are meeting the agreed business requirements at the time they were implemented and, working with vendors, ensure we apply improvements when they become available.
- Where required work with 3rd party suppliers to ensure the systems meet the agreed requirements, that the quality of the solution is as agreed, and costs are in line with the agreed plan.
- Configure the applications so that they will help solve problems and delivery efficiencies to meet further business requirements to time quality and budget.
- Plan, co-ordinate and manage internal and external resources to an appropriate level of governance for any business systems change
- Work with the Business System Owners to ensure they are updated on progress
- Provide troubleshooting and methodical diagnostic skills to resolve issues with business systems
- Work to agreed levels of service and support for all business applications, ensuring other critical support groups, i.e. internal business systems Subject Matter Experts, are able to work to these levels where applicable
- Create and maintain good working relationships with SME's, business system owners and managers and initiate and facilitate the implementation of system solutions based on business need.
- Recommend appropriate Information Technology solutions to fit business need and are commensurate with the Business Transformation Programme Plan.
- Maintain professional and technical knowledge by attending educational webinars/workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.

Formal Education & Certification

- College diploma/degree (HND/NVQ 3 and above), in a computer science and at least 10 years or more equivalent work experience.

Knowledge & Experience

As the Senior Business Systems Administrator role covers several areas of competency, these generic statements reflect all the main attributes. It is well understood that few individuals will be able to cover them all in full, but if you do then we really want to hear from you!

- Logical and strong problem solving skills in a business systems context
- Ability to communicate with business management and users to capture and document in a clear and concise way, the requirements of change applied to business systems
- Be able to demonstrate a pragmatic understanding and experience in deploying software solutions using at least one project delivery methodology.
- Demonstrable experience (both technical and business centric) of application solutions accounted for by this role.
- Ability to deploy business solutions using and facilitating change management practices
- Demonstrable experience in the timely delivery of medium-scale programmes and projects.
- Demonstrable knowledge and ability in the following business systems/application architectures:
 - project processes; JSON; Java; SQL, Prince or equivalent, change lifecycle; Workforce management systems; HR systems; Finance Systems; Management Information Systems; OLTP systems; Microsoft Windows and frameworks, API'S; Data Warehousing

Personal Attributes

- Able to challenge the status quo with our current vendor/supplier base
- Possess commercial acumen
- Excellent verbal and written communication skills
- Managing key business stakeholders and end users
- Able to work and manage on own initiative
- Good time management
- Ability to absorb and retain information quickly.
- Ability to present solutions and ideas in user-friendly, business-friendly, and technical language.
- Highly self-motivated.
- Ability to effectively prioritize and execute tasks, sometimes under pressure
- Exceptional customer service skills – you need to be approachable and friendly
- Experience working in a team-oriented, collaborative environment

It would be great if you had....

- Experience using SQL, JSON, Java
- Experience working with Quinyx
- Experience working with PSP HR and Payroll
- Have worked within a healthcare setting

Belt and Braces Stuff...

- You must be able to demonstrate your eligibility to work in the UK
- You must be available for a minimum of 35 hours a week, and be flexible towards working more if needed

A Little Bit About Us...

Ben is a very unique charity in that we provide Support for Life for those working in the automotive community.

Ben's holistic care and support services focus on the four pillars of health and wellbeing: financial, physical, mental and social, enabling people to navigate life's toughest challenges and empowering them to make lasting, positive change. We also provide self-help tools and expert advice to enable people to improve and maintain their total health and wellbeing.

In addition to our lifelong support services, Ben also provides high quality care and support for those in later life at our excellent residential care centres, assisted living apartments, day care centre, through our Home Care service and, for the more independent, at our award-winning retirement village which is where you will be based at our Head Quarters.