# Job description

**Job title**: Project *Business Analyst*

**Team**: *Dynamics 365 Project Team*

**Department:** *Data and Insight*

**Job location:** *Andover or Home Based*

**Reports to:** *Dynamics 365 CRM Project Manager*

## Overall purpose

Macular disease is the biggest cause of sight loss in the UK, with around 300 people diagnosed every day. The Macular Society is the only charity determined to beat the fear and isolation of macular disease with world class research, and the best advice and support.

To support people affected by macular disease now, the Macular Society provides a range of support, information and services. Our research programme is focused on finding new treatments and a cure to Beat Macular Disease forever.

## Organisational chart

**The Project Business Analyst will report to the Dynamics 365 CRM Project Manager.**

This role willP work closely with the services and volunteering team and Operations and Compliance Manager.

## Our values

We will beat macular disease by…



### Making It Happen - we are Ambitious.

### Showing We Care - we are Supportive and Caring

* Knowing Our Stuff - we have Integrity, and we act Honestly.

## About the role

Following a comprehensive review of our data and technology systems, we have identified the need for new infrastructure to better serve our mission and future proof our IT landscape to meet our current needs and to enable us to effectively respond to new opportunities to support those with Macular Disease.

We are aiming to migrate our existing Customer Relationship Management System (Care NG) to a Microsoft Dynamics solution as part of our much wider digital transformation project. We are looking for an experienced and details driven Project Business Analyst to join our project team on a fixed term basis to support our Dynamics 365 Project Manager to help deliver our Migration project.

You will be responsible for analysing current ‘as is’ processes across the Macular Society and help guide our teams in creating data centric and user focused, ‘to be’ processes. Supporting us with requirements gathering and benefit realisation as well as ensuring our new system meets all objectives, aligns with the needs of the Macular Society and is fully accessible for colleagues with sight loss. A project Business Analyst requires strong process Improvement skills, technical understanding, and the ability to draw out requirements from stakeholders for complex needs within systems.

Process and Data Management:

* Working in collaboration with our project team and wider organisation you will assist in mapping out data journeys, user journeys and internal processes.
* You will bring the data journeys to life and help our teams understand the importance of data.
* You will support the creation of new processes in our Dynamics 365 system. To ensure that data is being collected and used effectively.
* Ensure the integration of our new Customer Relationship Management database with existing and future IT systems and organisational processes.
* Support Teams understanding data cleansing and migration of data.
* Gather necessary requirements for end users to understand their desired usage of Dynamics 365.

Stakeholder Communication:

* Collaborate with teams to customise and configure solutions to meet the specific requirements of our charity.
* Work collaboratively with teams in the evaluation of solutions and technology partners.
* Foster strong relationships with stakeholders to facilitate collaboration and support project success.
* Work closely with the Dynamics 365 Project Manager to ensure all work reports are available for project updates.

Quality Assurance:

* Support the project team with Implementing quality control measures to ensure the reliability and accuracy of our new data and systems tools.
* Support stakeholders thorough testing and validation to guarantee system functionality and performance.

Documentation:

* Create and maintain detailed process documentation, including process maps, User Stories, and technical documentation.
* Support teams in producing high quality documentation to record processes and procedures for handling data, storing data and collecting data.
* When required produce work reports on status change of workstreams. This will help support clear communications throughout the dynamics 365 project.
* Support the project manager when required in creating associated project documents and logs such as risk logs and action logs.

All our team members are expected to comply with Macular Society terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies and relevant external regulations.

**About you**

1. You will be committed to equality, diversity and inclusion in all aspects of our work.

2. Have an open and collaborative approach to work, helping us to achieve our Knowing our stuff value by working with integrity, making informed decisions to be the best we can be to Beat Macular Disease.

3. Be able to act with empathy, we provide a caring, approachable and supportive environment for all – we Show We Care by listening to each other and working together.

4. Be ambitious in your approach to help Make Things Happen, we are progressive yet supportive, and brave in our actions to make the progress that is needed to Beat Macular Disease.

5. Be happy to work in an organisation that puts those we support first, advocate for the Macular Society at all times, and be comfortable that all members of the team are fundraisers.

Specifically for this role you will have:

Knowing Our Stuff

* Proven experience of delivering requirements gathering workshops with a wide range of stakeholders.
* In-depth knowledge of CRM systems and their applications. Ideally Dynamics 365.
* Proven working experience with a range of business analysis techniques for process improvement, continuous improvement and systems design.
* Technical expertise in data management systems, database administration, and data governance.
* Strong IT skills including Word, Excel, PowerPoint, Outlook.
* A good understanding of Microsoft 365, power platforms and Azure data fundamentals.

Making It Happen

* Excellent ability to breakdown technical issues to ensure a diverse stakeholder group can digest real world impacts of issues.
* Ability to work independently under own initiative and cooperatively as part of a team.
* Ability to multitask and prioritise multiple work streams.
* Detailed orientated and ability to see the bigger picture in terms of project interdependencies with business-critical functions.
* Understanding of the Microsoft 365 and Dynamics 365 ecosystem and can illustrate the benefits of the combination of all Microsoft stack applications.

Showing We Care

* Excellent team working and collaborative working skills and the ability to develop effective partnerships.
* Ability to deal with difficult situations that may arise during complex projects.
* Be able to understand multiple perspectives of an issue.
* Solution focussed and data driven to ensure solutions can be conceived to ensure maximum data efficiency.
* Commitment to high standards in all areas of work.

Eligibility to work in the UK:

Proof of identity and eligibility to work in the UK.

## Volunteering:

From time to time, you may be asked to support / volunteer your time (TOIL available) at Macular Society events that take place outside of normal working hours.

## Safeguarding:

The Macular Society is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

You are required to carry out other such duties as may reasonably be required, relevant to the role.

This job description is accurate as at the date shown below. In consultation with you it is liable to variation by the Macular Society to reflect or anticipate changes in or to the role.

**Annual leave:** 26 days plus bank holidays (pro rata for part time)

**Based:** Hybrid or Remote with occasional travel to Andover.

**Contract Type:** Temporary 9-month Full Time. We will consider Part Time

**Date of evaluation:** 28/11/2024