

Business & Systems Analyst

Job Description

East of
England
COOP

The purpose of your role in Our Co-op

As a Business and Systems Analyst, you will be responsible for evaluating and optimising business processes and technology systems to ensure they align with user needs and organisational objectives. By analysing requirements, identifying gaps, and recommending improvements, you will play a key role in enhancing operational efficiency and user satisfaction while driving business success.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

The Team you are joining

The Technology Team is responsible for driving digital innovation, system management, and IT infrastructure within our organisation. We ensure that our technology solutions align with business objectives, support operational needs, and enhance the customer experience. Our team works collaboratively to implement, maintain, and improve IT systems while upholding data security and best practices.

Things you need to know

This is a hybrid-working position which will require you to adhere to our hybrid working policy and procedures.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.

The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused
- Leadership
- Interpersonal skills
- Data interpretation
- Project management
- Critical thinking
- Budgeting/financial awareness

Your reporting lines

Location

Wherstead Park,
Ipswich, Suffolk, IP9 2BJ

Department

Central Office,
Technology

Reports to

Project Delivery &
Process Improvement
Leader



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.



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What you will be working on at Our Co-op

1. Running analysis projects and assessing processes

- Conduct data-driven evaluations of current IT systems and business processes, providing recommendations that improve production, operations, and workflow.

2. Determining present and future business processes

- Analyse and define both current and future operational processes, ensuring alignment with organisational strategies and the integration of cutting-edge IT solutions to meet evolving business needs.

3. Maintaining IT service and product quality

- Oversee the quality and security of IT services and products, ensuring they meet the company's requirements and contribute to business efficiency.

4. Installing systems design elements

- Implement detailed components of systems design, such as wireframes, business rules, and data migration rules, to ensure the seamless integration of new IT solutions that enhance operational processes.

5. Facilitating stakeholder discussions and documenting requirements

- Collaborate with stakeholders across departments to gather intelligence, document requirements, and provide data-driven recommendations for optimising IT systems.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

Our Values

At Our Co-op, we live by a set of five values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



To find out more about our values, visit www.eastofengland.coop/careers/our-values