## Role Profile - Internal

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| **Role Title** | **IFS Functional Analyst** |
| **Business Unit / Group Function** | Central Services |
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| **Location** | Arete |
| **Team Leader Role** | IFS Functional Lead |
| **Team Members** | No |
| **Role Level** | 4B |
| **Role Purpose**  Responsible for Live IFS System Support, diagnosing and resolving application issues to ensure optimal performance and usability  Provide the functional expertise required to support the enhancement of the IFS solution in line with agreed business priorities | |
| **Accountabilities**  • Responsible for monitoring open IFS calls submitted through the incident management system and responding to affected users • Collaborate across the IFS Digital Acceleration team to resolve incidents in the most appropriate and timely manner • Identify opportunities for application / process improvement through analysis of themes and issues  • Deliver regular reporting of calls to provide business stakeholders with relevant data for informed decision making  • Engagement with functional business stakeholders, ensuring that they are informed and supportive of the solution requirements and deliverables, and can provide local expertise and resource to support as required • Work collaboratively across teams to understand and align on all priorities (including user requests, incidents, problems and projects) providing subject matter expertise to ensure business objectives are met • Support the execution of key projects identified as part of the IFS Digital Acceleration plan, including on-site presence for optimal execution • Support the business testing phase of any changes to IFS to help deliver appropriate business stakeholder sign-off • Support the Business Change Owner in delivering the change programme for any functional IFS developments or project roll-outs • Ensure the business understands how to effectively use IFS through the maintenance of training materials and delivery or training as required. The materials should meet the required standards and be accessible to the business audience  • Ensure all change control process and governance is adhered to, and all relevant documentation is maintained and updated | |
| **Created by:** | Michael Thompson |
| **Creation Date:** | [Role Creation Date] |
| **HRBP:** | Kirsty Morris |
| **Date of last revision:** | [Last Updated Date] |

**Competencies**

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| Analysing  • Analyses numerical data, verbal data and all other sources of information • Breaks information into component parts, patterns and relationships • Probes for further information or greater understanding of a problem • Makes rational judgements from the available information and analysis • Produces workable solutions to a range of problems • Demonstrates an understanding of how one issue may be a part of a much larger system. | Writing and Reporting  • Writes clearly, succinctly and correctly • Writes convincingly in an engaging and expressive manner Avoids the unnecessary use of jargon or complicated language • Writes in a well-structured and logical way • Structures information to meet the needs and understanding of the intended audience | Applying Expertise and Technology  • Applies specialist and detailed technical expertise • Develops job knowledge and expertise through continual professional development • Shares expertise and knowledge with others • Uses technology to achieve work objectives • Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity • Demonstrates an understanding of different organisational departments and functions |
| Adapting and Responding to Change  • Adapts to changing circumstances • Accepts new ideas and change initiatives • Adapts interpersonal style to suit different people or situations • Shows respect and sensitivity towards cultural and religious differences. • Deals with ambiguity, making positive use of the opportunities it presents. | Delivering Results & Meeting Customer Expectations  • Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way • Consistently achieves project goals. | Relating and Networking  • Establishes good relationships with customers and staff • Builds wide and effective networks of contacts inside and outside the organisation • Relates well to people at all levels • Manages conflict • Uses humour appropriately to enhance relationships with others |

**Skills and Experience**

N/A