

Solutions Analyst

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Solutions Analyst

Position in the organisation

Reports to the Services Data Manager.

Member of the Services Data Team within our Technology directorate.

Works with all users of Services systems at all levels across multiple directorates.

Works in collaboration with other technical teams in IT and Data on delivery of solutions.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

The Solutions Analyst is responsible for maintaining and administering the integrity and functions of our Services system, ensuring it continually meets the current and future needs of the organisation. The postholder is also responsible for leading on the design and developments of the system to enable the effective use of data to inform strategic decision making.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

- Responsible for the management, maintenance and development of various functional aspects of Services systems, ensuring it meets the business needs of the Society.
- Functional expert for Services systems on cross functional groups and projects providing excellent and consistent proactive professional guidance, support and coaching.
- Advise on appointment of and work with external agencies and experts within criteria agreed by the Services Data Manager.
- Liaise directly with suppliers and external agencies to agree data exchange standards and data transfers for support.
- Responsible for identifying and implementing improvements to processes and procedures relevant to the role and maintain documentation accordingly.

Other tasks

Strategy

- To play a leading role in the Services data systems' long term development strategy (Salesforce and RADAR in particular).
- To input into and support the implementation of the Data Strategy.

Database Development

- Contribute to developing the strategy to fulfil the organisation's database and reporting needs. E.g. by reviewing potential software solutions, creating data structures and designing data definitions.
- To lead on the design and implementation of system configurations to the Services systems based on requirements and in line with the organisation's data architectural designs and rules.
- In collaboration with the Reporting Analyst write complex SQL scripts and use business intelligence software to manipulate and present large datasets into easy to digest reports and dashboards for management teams across the organisation.
- Liaise with database software suppliers to ensure the Services databases are working efficiently for organisational needs, feed into roadmap development, and ensuring Alzheimer's Society is extracting the most value from the databases.
- Guide colleagues across the Society in maximising use of databases with regard to record-keeping and analysis by designing data flows, storage and mapping between data sources.
- Keep up to date with developments in the data industry and recommend any identified additions or changes to current process and functionality.

Database Administration and Analysis

- Lead on the design and maintenance of user accounts and associated workflows, ensuring security roles and privileges are assigned as appropriate.
- Collaborate with technical teams in IT and Data and other suppliers to maximise efficiency of data imports and exports and general use of Services systems.
- Carrying out business analysis to identify better or new ways to use data from all directorates within the Society.
- Lead business owners and internal and external suppliers in the design of departmental processes for the import of data.
- Identify on-going issues and difficulties with all forms of data and work with internal and external suppliers to diagnose and resolve as necessary.
- Create SQL data integrity scripts for regular housekeeping ensuring data is accurate, complies with the Society's business rules and Data Protection legislation.
- Compile and maintain systems and procedures manuals and any other technical documents to support the database.
- As a functional lead contribute to the change request process, working with requestors to scope out their requirements to enable to panel to make fully informed decisions and appropriately schedule work.
- Designing processes and producing supporting documentation for new data flows in and out of the system.
- Communicate with internal clients to ensure they are aware of changes to business processes with regards to Services systems.

Database Support

- Diagnose problems with database tools and features, and work with internal IT and external suppliers to provide solutions.
- Using SQL to interpret the system, identify and diagnose data issues.
- Lead on unit and functional testing for development of new system features and processes by designing test matrixes and managing the testing process.
- With the Services Data Manager, write and update database quality and housekeeping standards.

- Devise and implement best practices for database support procedures to be used by the Services Data team in their day-to-day support roles.
- Support team's work (including reports, database imports, SQL processes and bespoke system features).
- Working collaboratively where required with Data Team professionals who share the same roles in different teams within the department.
- Responsible for articulating the users' needs of other teams and directorates by creating comprehensive requirements documents and advise on proper use of the database.
- Deputise for other members of the Services Data team as necessary to ensure data imports, exports and processes are performed to agreed schedules.
- To undertake any other duties or projects commensurate with the nature and grade of this post as required.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Strong experience in a Solutions Analyst role or similar, where you've worked with data systems, technical teams, and business stakeholders to develop impactful solutions.	A
Extensive experience of implementing and supporting database processes.	A/I
Significant experience of using, maintaining and developing multi-user systems.	A/I

Experience of supporting large, multi-user databases.	A/I
Experience of working in a customer or client facing environment. Experience of this within a nonprofit would be advantageous.	A/I
Experience of mapping, designing and implementing ETL processes.	A/I
Awareness of testing techniques including UAT testing, regression testing.	A/I
Ability to independently identifying issues and inefficiencies and proposing successful technical solutions.	A/I
Evidenced knowledge of SQL to an intermediate level. SQL qualifications would be an advantage.	A/I
Advanced Microsoft 365 skills; in particular Excel, including data preparation and manipulation functions.	A/I
Experience of writing detailed technical and non-technical documentation for a variety of users.	A/I
Experience of technical change management methodology.	A/I
Experience of creating reports using a modern data visualisation tool (e.g. Power BI, Tableau).	A/I
Experience of working with Agile development or project management methodologies.	A/I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	I
Be a self-starter and incredibly motivated.	I
Excellent organisational and timekeeping skills.	I
Excellent attention to detail.	A/I
Non-judgemental communication.	I
Commitment to and understanding of equal opportunities.	A/I
Understanding of the inclusion agenda and its relevance within a diverse society.	A/I

Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave