Job Title: Analyst – Business Systems

Reporting to: Manager – Project and Release

Main purpose of the role

The role is responsible for identifying effective solutions for business software system issues. Work with the Analyst - Change in the initial analysis of Service desk tickets. Aid with resolving issues on business applications and liaise with IT & business users, provide input and share business process & application knowledge in allocated projects and undertake configuration and data changes to applications, to support BAU and project-based activity

As part of PGL Beyond you'll be creating unforgettable learning and adventure experiences that make a real difference to the lives of young people. Our incredible team has always been the secret to our success. Our people are our future, and we take great pride in matching your hard work with a promise to look after you and your career.

Responsibilities

To design, analyse and support business system solutions in response to business requirements. Within agreed timeframes, within budget and to an acceptable quality level.

- Report common patterns, questions, and other issues to management
- Perform root cause analysis to totally eradicate issues
- Liaise with the business to ensure requirements are met
- To work with the team to ensure quality standards are met
- To aid in the setup of new Products, services & application configuration
- To assist and provide guidance for any testing
- Defining and ensuring compliance across methodologies, standards and best practice
- Be a positive ambassador for Group IT in Internal meetings
- Assist in the creation of training materials to assist project delivery or issue resolution

To work in accordance with current IT standards and procedures

- Demonstrate examples of analysis showing current standards
- Provide guidance to colleagues on best practice standards and knowledge sharing
- To develop new or change standards and procedures to be more effective
- Effectively manage the resolution of issues and changes in business applications

Useful Information

- Work with developers, testers and analysts to aid in resolutions
- Ensure all issue and work management tools are kept up to date with progress and outcomes

- Work together with all IT and Business teams
- Provide regular updates on progress of work, estimates and targets
- To assist the Service Delivery team in increasing issue resolution and provide expert advice and guidance

Our IT Projects and Release function is transforming to better position us to assist the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties, it is not intended to be exhaustive, and it is anticipated that the contents will change over time whilst remaining within the broad remit of the role.

Person Specification

Education, Experience & Achievements	Essential	Desirable
Experience of creating workflow charts		✓
Experience in Project Management		✓
Experience in User testing		✓
Experience in Change Management	✓	
Experience of software systems and technical design architecture	✓	
Experience in training and coaching colleagues		✓
Experience in working with all levels of customer	✓	
Experience of working in an Agile environment		✓
Grade 4 (C) or above in GCSE English and Maths or equivalent qualification / experience	✓	

Skills & Knowledge	Essential	Desirable
Practical application ability with Microsoft Office	✓	
Experience of working on multiple workstreams	✓	
Practical application ability with Visio		✓
Strong analytical abilities	✓	
Commercial awareness	✓	
Excellent knowledge of software development processes	✓	
Problem solving skills	✓	
Excellent time management and personal organisation skills	✓	
Able to work toward strict deadlines and targets	✓	
Excellent oral and written communication skills	✓	
Identifies and seeks to understand customer requirements	✓	
Actively listens to others. Checks own understanding and seeks clarification	✓	

	Essential	Desirable
Gathers and analyses all available information to understand the factors that may influence the decision. Carefully evaluates each potential solution.	✓	
Clearly defines and understands the scope of the problem	✓	
Identifies potential barriers to change and actively seeks to reduce or remove their impact	✓	

Additional requirements	Essential	Desirable
Enhanced DBS Check		✓
Holds a UK Drivers License		✓

Additional information

Environmental & Social Governance (ESG)

You are required to uphold and champion our Better Beyond Adventure Environmental Social Governance strategy whilst assisting our B Corp certification.

This requires personal, departmental and company-wide level participation through ongoing engagement in discussions and decision-making around ESG, upholding company and department ESG goals and targets in your role as an ally.

Our Better Beyond Adventure strategy means we all have a role to play as part of our day job. This varies from team to team and by role. However, as standard it is now a requirement for each role to appreciate how they contribute to delivery of BBA across the three pillars:

- Our places, our planet
- Champions of wellbeing
- Playing our part

And by delivering our BBA goals you will also be assisting our B Corp certification and role modelling our PGL Beyond values.

Equal Opportunities/Safeguarding

We pride ourselves on hiring the best people and recognise the importance and benefits of a diverse and inclusive team. However, the protection and safeguarding of our colleagues and the young people visiting our centres is our primary concern. You have a duty to report any safeguarding concerns via the appropriate channels throughout your employment with PGL.

Our Values

Our company values of teamwork; quality; safety; respect; inclusivity and fun define our beliefs and underpin everything we do. Though simple on the surface, when combined, these values create the exceptional experience that sets PGL apart for both our guests and colleagues.

'Lend a Hand'
Lend a Hand provides a valuable opportunity to gain insight into the fantastic work that our PGL centre colleagues are doing every day. During our Lend a Hand weeks, members of our Support Centre teams take time out of their normal routine to work on Centre in areas such as Catering and Housekeeping, enabling us to work closely with colleagues we don't usually work alongside in a job role other than our own, whilst also providing valuable help to our centres at times when they need it the most.

Right to amend
The company reserves the right to amend the job description in consultation with the colleague to reflect changes in the role.

Job description updated on 16/08/2025.