



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Job Title: Analyst – External Systems

Reporting to: Manager – External Systems

Main purpose of the role

To support delivery of the IT roadmap through the development of external IT systems, delivering new benefits and efficiencies to the wider group, continuously improving the efficiency and usability of external IT systems. To provide high-level operational assistance and training to core users, administrators and key stakeholders and to help oversee data governance, data storage and data retention compliance across all external systems.

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

Oversee external IT systems developments and strive for the best possible user experience

- Develop and maintain strong working relationships with key stakeholders to understand any system frustrations, opportunities for enhancements and business changes which may impact the External Systems landscape.
- Monitor and review scheduled product releases and feature enhancements. Participate with planning, impact analysis, testing and documentation working with stakeholders and the wider IT Team.
- Assist system owners and admins with core changes to external IT systems ensuring change management protocols are followed / documented and that detailed impact analysis is conducted where applicable.
- Manage change requests requiring code changes or changes with broader downstream impacts, working in a project team where required
- Work with the wider IT Team in managing non-production environments to change, testing and training, ensuring change management & data refreshes are undertaken.
- Identify any functionality gaps and work with the External Systems Team to influence road map development and product feature enhancements.
- Advise and provide insights and recommendations based on data analysis / metrics.
- Assist with the production of system documentation to highlight current practices and highlight opportunities where IT external system use can improve: (such as flow, efficiency, user experience, compliance).
- Assist system owners with reporting and dashboard needs – adopting a 'do – show – support' approach where possible, or with ad-hoc reports where necessary
- Attended 3rd party / external supplier meetings and foster strong working relationships with new and existing external suppliers.

PGL Beyond Job Description



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- Assist with the evaluation of alternative systems and assist business users to ensure solutions that are both efficient and commercially viable, providing continuous value to the business.
- Work with the Manager – External Systems to proactively identify new trends and technologies for possible implementation and make recommendations on replacing / consolidating or improving existing ineffective systems or processes.
- Advise & assist key stakeholders on creating and maintaining documentation related to enhancements, business process and workflow changes.
- Liaise with internal IT teams, users and suppliers to assist, document, maintain and monitor integrations such as APIs and data transfers.

Supporting day to day use of Business Systems

- Work with a network of 'Super Users / Champions / Administrators / Stakeholders for external systems, to foster a culture of openness to explore and promote continual improvement and enhanced user experience and satisfaction
- Provide 3rd line support on system issues through diagnosing root causes, solving or escalating as appropriate and identification of trends, working with the IT Operations team and suppliers to agreed SLA's
- Act as point of escalation for issues with external systems, liaising with stakeholders and suppliers as required
- Develop the way in which both mandatory and advanced external system training and inductions are carried out; leveraging 'system champions' and the People Development team to assist.
- Assist system owners / super users with the production and upkeep of training and user documentation to aid with upskilling core users and administrators.
- Act as a mentor and support for key system administrators / super users in their systems knowledge and skills development.
- Work with the Manager – External Systems with management of contracts & renewals as required
- Be responsible for maintaining an accurate record of External Services and Applications used across the PGL Beyond network

Data Integrity and Compliance

- Be accountable for reviewing and maintain key security roles / profiles and work with the Manager – External Systems to produce and maintain access logs and security audits for external systems.
- Run regular data integrity audits and work with departments to improve data quality and help identify issues with data accuracy and retention.
- Highlight any areas of concern or opportunities for improvements regarding data accuracy and retention, with the appropriate teams/individuals.

PGL Beyond Job Description



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- Monitor compliance with GDPR and other relevant areas of information security.
- Work with the Manager – External Systems to implement and maintain system governance policies.

Additional responsibilities and general office duties

- Ensure that all duties are carried out according to the company's health and safety policy and that all aspects of your work and conduct are carried out in accordance with the company's Equal Opportunities policy.
- Be able to prioritise own workload / tasks and work well within a team.
- To continue to develop own knowledge and skills to keep up with changes in technology, ways of working and changes in customer expectations.
- Promote equality, diversity, inclusion and respect in all that we do.
- Participate in projects which could impact on the configuration / set up of external systems.

Useful Information

Our IT 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
Minimum 2 years previous 'super user' experience of working with Cloud Based / External IT Systems	✓	
Experience in designing and setting up new processes, logic workflows, user interfaces and custom data structures	✓	
Experience in building and managing complex user security models		✓
Proven track record of innovation and change		✓
Experience of training colleagues in using and adopting new technologies / software		✓
Track record of delivering great customer satisfaction, building rapport, and influencing decisions whilst working in a consultative role with internal and external colleagues	✓	
ITIL Foundation Level (or similar qualification)		✓
Experience in training or coaching colleagues		✓
Experience in Change Management		✓

PGL Beyond Job Description



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Skills & Knowledge	Essential	Desirable
Strong organisational and interpersonal skills and the ability to meet deadlines	✓	
Excellent numerical, analytical, decision making and planning skills with the ability to turn data into actionable insight & outcomes	✓	
Knowledge of GDPR and experience dealing with confidential information		✓
Presents data accurately and in a format appropriate to the intended audience	✓	
Chooses the appropriate level and method of communication for the audience	✓	
Produces realistic work plans which focus on the achievement of defined outcomes, goals or performance targets. Reviews and updates plans as required	✓	
Manages conflicting priorities effectively (tasks, time, quality, cost, etc)	✓	
Ensures recommendations include potential risks as well as benefits	✓	
Gives practical assistance to other areas with problem solving	✓	
Manages own time and workload effectively to focus on best value activities	✓	
Demonstrates an appropriate degree of knowledge of our Organisation and our industry		✓

Personal Attributes	Essential	Desirable
Actively seeks customer feedback and uses it to improve the customer experience	✓	
Shows excellent communication and stakeholder management skills, with the ability to build rapport and trust, always acting in the best interest of the company.	✓	
Anticipates the future needs of customers. Puts in place plans/ actions to improve the customer experience	✓	
Actively looks to improve the way we work, promotes the culture of continuous improvement	✓	
Shares best practice across the organisation	✓	
Provides constructive feedback to individuals or other business areas	✓	
Works co-operatively internally & externally to achieve common goals	✓	
Develops and encourages positive internal and external partnerships	✓	
Takes ownership for ensuring communication is received and understood	✓	
Embraces innovation. Considers new or innovative approaches and solutions	✓	

PGL Beyond Job Description



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Recommends practical solutions which resolve the problem and remove or reduce the root causes	✓	
Takes responsibility for personal health and well-being. Demonstrates a healthy work-life balance	✓	
Acts in a manner that upholds the values of the organisation and benefits our reputation.	✓	
Has a flexible approach, going the extra mile when required.	✓	

Additional requirements	Essential	Desirable
Enhanced DBS Check		✓
UK Drivers Licence		✓

Additional information

Environmental & Social Governance (ESG)

This requires personal, departmental and company-wide level participation through ongoing engagement in discussions, delivery and decision-making around ESG, upholding company and department ESG goals and targets, and managing your team of ESG allies in a way that fosters a culture passionate about people and the planet.

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

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.

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

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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 assistance 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 06/01/2025.