



## **Business Analyst and CRM Lead**

**£33,600**

**35 hours (full time)**

*Passionate about utilising data to inform strategic decision making? We have an exciting opportunity to join us in a new Business Analyst and CRM lead role, overseeing and developing our data management systems to aid decision making across the organisation.*

### **Who we are**

Here at the Union, we provide services, opportunities, and facilities for our diverse membership of over 35,000 students. With students at the very heart of all we do, the Students' Union exists to represent students' academic interests, help them to look after their wellbeing and ensure we give our students quality opportunities during their time at Sheffield Hallam.

### **What's the job?**

With ownership of the student unions' customer relationship management system and data, you will play a key part in utilising data to inform strategic decision making and improving student experience.

As a business analyst you will create management information with high operational utility, that enables the tracking of key performance indicators and enables the operational teams in taking data driven decisions.

As operational lead for our customer relationship management system, you will own the configuration, development and maintenance of the system.

### **Who you are:**

You will have a strong data analysis background and experience in developing and maintaining CRM systems alongside providing support and training to others with a range of experience and understanding. You will be excited at the prospect of making data work hard for the success of the work that we do

### **Why apply?**

Apart from being paid for a job you will love, there are other benefits for joining us. We have a culturally diverse and progressive atmosphere; you will get generous paid holidays and flexible working patterns. We are professionals and take pride in the work that we do but we also do not take ourselves too seriously, so expect a casual dress code and work environment. You will also be eligible to apply for a TOTUM (NUS Extra) discount card, accessing a range of savings from leading retailers. Alongside that, we understand the value and importance of our staff continuously developing personally and professionally.

**We're committed to equality of opportunity for all. We welcome applications from individuals regardless of their race, ethnicity, sexual orientation, religion, age, gender, or disability status. We want to support diverse and inclusive work environments and are actively looking for people who share our values.**

If you would like any further information or an informal enquiry about the roles please contact Lee Porter, Director of Engagement and Retention at [lee.porter@shu.ac.uk](mailto:lee.porter@shu.ac.uk)

**For further information and an application pack (please note we do not accept CVs without the supporting documents), please visit the Sheffield Hallam Students' Union website**

<https://www.hallamstudentsunion.com/jobs-with-shusu/>

Closing date for receipt of all applications is **10am on 25 November 2024**

Interviews are currently planned to be held on **05 December 2024**