



BUSINESS PROCESS ANALYST AND DEVELOPER

As part of the Crystal Legal team you can expect a warm welcome into the Upholders clan. Often considered the pillars of Crystal's business foundations, the Upholders keep the wheels turning. In this role you will assist in the maintenance, design and build of the Aquarium Platform, Business System and Processes. You will be integral to the support of the operational teams in delivering a world class experience for our customers. You will be required to deliver projects and tasks to agreed timescales and will report to the Head of Service Creation and Change Management.

A DAY IN THE LIFE

In this role your responsibilities will include:

- Keeping the engine oiled
- Performing vital support activity servicing day to day requests from your colleagues to make required operational changes
- Maintaining reports, user administration and providing first line technical help desk requests
- You must be keen to learn new skills, have a high attention to detail, be unafraid to ask for help and support but whilst remaining confident in learning
- As part of a team you will share the load and want to get involved with whatever is thrown your way
- It is critical that you have a sense of urgency and customer focus
- You will have a grasp of technical IT matters with a desire to learn and to improve processes
- You must live by our values.. **Trust, Team Work, The Best We Can Be, Do Great Stuff**

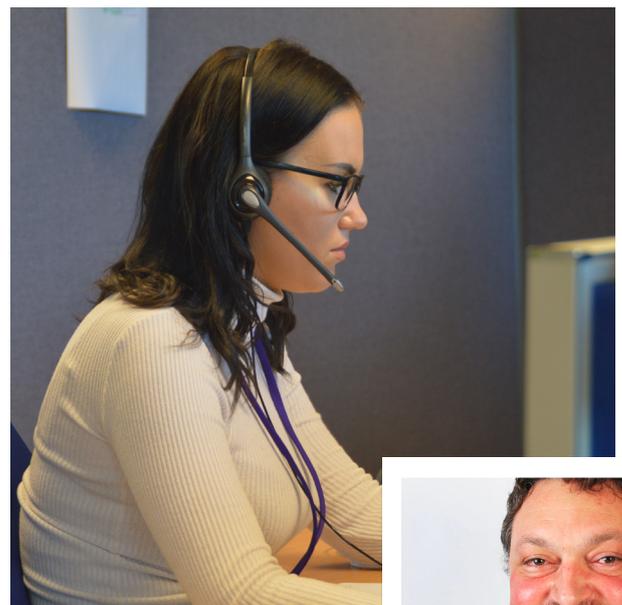
EXPECTED TASKS

Your day to day tasks will include:

- Delivering all tasks and projects within agreed business SLA's and deadlines
- Updating and fulfilling Aquarium and CRM support requests to the agreed standard
- Ensuring all testing on new and improved processes is complete and documented
- Providing feedback for the change in operation in a clear and version-controlled process
- Assisting in the technical design and build on projects, delivering actions on time and to the required standard
- Supporting the design and build of system robots
- Escalating issues to mitigate the risk to the continued functionality of the business
- Adhering to all internal policies and consistently demonstrating and promoting the company values

WHAT WE REQUIRE FROM YOU

- Aquarium system knowledge is desired but not essential
- Strong Excel and other Microsoft package knowledge
- KAPOW knowledge is desired but not essential
- Product knowledge of current workstreams is an advantage
- My SQL is desired but not essential
- Database Management is desired but not essential



UPHOLDER SKILLS

These qualities are a must:

- Excellent communication skills with top notch written and verbal skills
- Strong organisational and planning skills to balance priorities in a fast paced environment
- Competent problem solver using initiative and analytic thinking
- Ability to undertake analysis and to make decisions with confidence
- Brings creativity and innovation to motivate and inspire others
- Results driven with a winning committed attitude with a focus on targets

"Since joining the company my success and achievements have been recognised, allowing me to work my way up the ladder to my current position of Team Leader. I feel my achievements and progress are genuinely appreciated and recognised."



ENTITLEMENTS & STAFF BENEFITS

We believe our calibre of staff is the reason why our business grows. From healthcare plans and professional development to big nights out, we invest in our people at every opportunity:

- 20 days annual holiday plus your birthday (this increases up to 25 with increasing service)
- Shutdown between Christmas and New Year
- Induction programme
- Six months probationary period
- 'Buddy' programme mentoring scheme
- Healthcare plan from day one (Level 3)
- Internal career progression across in-house training programmes
- Employee recognition – awards and cash bonuses given for outstanding staff performance
- Staff referral scheme with cash incentives
- A certificate of achievement each work anniversary
- A personalised long service award after five years of service



THE PERKS

- Free onsite parking
- Kitchen facilities with free brew supplies
- Great nights out
- Dress-down Fridays
- Community links through fundraising
- Onsite tuck shop and mobile butty vans
- Great links for the motorway and train station
- Childcare voucher scheme
- A short walk to local shops and eateries
- A birthday cake on your special day