

Streets Heaver Healthcare Computing

Job Description

Job Title:

Project Analyst

Main purpose of role:

Support the successful implementation and management of projects by collaborating with team members, analysing data, troubleshooting issues, and ensuring effective communication with stakeholders.

Annual salary:

£28,900+ DOE

Employment Type:

Full time

Job location:

Lincoln - Hybrid working (with in office contract) – Minimum of 2 days in the office per week with regular in-office team meetings each month – You can expect to be in the office around 8-10 days a month.

Occasional site visits expected

Reporting to:

Project Manager

Duties and Responsibilities:

1. **Implementation Tasks:** Collaborate with the team to configure products according to project scope.
 2. **Data Analysis:** Identify and resolve data inconsistencies
 3. **Troubleshooting:** Identify and resolve technical and implementation issues raised throughout the project lifecycle.
 4. **Progress Management:** Monitor progress, address delays, and communicate with internal Project Managers and other stakeholders to ensure adherence to service level agreements.
 5. **Meeting facilitation:** Organise and actively participate in both internal and external project meetings.
 6. **Client training:** Lead engaging training sessions onsite and remotely
 7. **Documentation management:** Regularly update project documents including plans and reports
 8. **Client relationship building:** Serve as the primary client contact fostering positive relationships through regular communication and support
 9. **Go-live support:** Provide onsite or remote assistance during the go-live process to resolve issues
 10. **Environmental impact:** Promote sustainable practices to minimise the company's carbon footprint and waste.
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Essential skills

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- **Creative problem solving:** We value individuals who can think outside the box. Your ability to approach challenges creatively is essential.
- **Self-management and organisational skills:** Whether you colour-code your calendar or use digital tools, your organisational skills matter.
- **Effective communication:** Display confidence in conversations with both external clients and internal team members, fostering open dialogue and active participation.
- **Proficient IT skills and willingness to learn:** Confidence in IT is really important, but we're also excited to support your ongoing learning journey.
- **Flexibility for occasional travel and overnight stays:** Our work sometimes involves client visits. These are normally scheduled far in advance, but some flexibility may be needed, especially around project go-lives.
- **Strength of character and proactive approach:** We value individuals who escalate problems and concerns promptly. Curiosity drives growth. Ask not only how to do a task but also why we're doing it.

Desirable skills

- **Experience in similar role:** If you've worked in a technical implementation or system support analyst role, your insight and skills would be advantageous.
- **Familiarity with project planning software:** While not mandatory, having previous knowledge of project planning software is a plus.
- **SQL proficiency:** If you're comfortable querying databases or have experience with data manipulation, that's fantastic. If not, no worries we will help you learn.
- **Understanding of healthcare settings:** Knowledge and experience in healthcare settings are beneficial and help contribute to our diverse team.
- **PRINCE2 or similar project management qualification:** While not essential, having a PRINCE2 certification or a similar project management qualification demonstrates your commitment to effective project delivery.

Why you should pick us:

- **Dedicated PDP time:** We give you dedicated time to be spent on your personal development each week.
 - **We'll help grow your knowledge:** We have a dedicated internal Learning and Development department to help upskill you throughout your career with us.
 - **Everyone needs a break sometimes:** We give 22 days' annual leave, plus bank holidays (increasing with service.)
 - **To help you celebrate:** We provide an extra day off for your Birthday.
 - **Make a difference:** Enjoy an extra day off annually to dedicate to volunteering and giving back to the community.
 - **Team building is important:** We have a departmental outings budget so everyone can get to know each other outside of work. We also have regular companywide events.
 - **New starter WFH allowance:** Outside of your technical equipment, which we of course provide, we also give £100 Work from Home Allowance to go toward anything else.
 - **Thinking of the future:** We have Pension & Private Healthcare Insurance schemes.
 - **Drive green:** Take advantage of our electric car leasing scheme via salary sacrifice.
 - **Stay active, earn rewards:** We provide MyZone fitness watches to help you stay active and healthy. By consistently engaging in physical activity, you can earn up to 3 extra days of holiday per year — a great way to boost wellbeing and reduce absence.
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Employment is subject to:

- Successful completion of DBS check with annual renewal
- Proof of eligibility to work in the UK
- Full drivers license or commitment to pass within the first 12 months of employment

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.