

Innovate UK

Graduate Role Profile

'We are delighted to launch our 2nd Graduate Scheme. We didn't embark on this lightly and have identified a range of interesting roles that deliver real outcomes, whilst providing a sound career foundation in business and innovation. The scheme is backed by our commitment to your personal development with a programme of training.'

'We are building on the clear success of our 1st Graduate Scheme. This is a valuable opportunity to develop new talent, which will contribute to our future and in turn to the future success of the UK economy.'

Title:	Graduate Analyst – IT and Business Change
Directorate:	Operations – IT and Business Change
Band:	5
Salary:	£24,000
Reports To:	Various
Location:	Swindon
Contract:	2 year Fixed-Term Contract

The Organisation:

Innovate UK is the UK's innovation agency. We know that taking a new idea to market is a challenge. We fund, support and connect innovative businesses through a unique mix of people and programmes to accelerate sustainable economic growth.

For more information please visit www.innovateuk.org

The Roles (in brief):

We are recruiting a number of Analyst roles across our IT and Business Change Directorate:

- Graduate Analyst – IT Support
- Graduate Analyst – Data

These positions will work alongside their relevant teams, supporting them and the overall aims of the Directorate. Furthermore each role will work as part of the 2017 Graduate cohort to deliver ad-hoc project work more broadly across the organisation.

Job Purpose:

Innovate UK has a number of key customer groups. There is a need to deliver highly performing and available IT systems and services to these groups to ensure the operational effectiveness of the organisation.

The positions across IT will provide broad support across two key areas our Data and Desktop Support functions.

support of IT systems and services across the business. It will be responsible for identifying and resolving issues reported by customers or partners. The successful candidate will use their application and desktop support knowledge and broader IT experience to diagnose and resolve critical issues.

Training Opportunities:

Graduates joining the organisation will undertake a combined programme of both on-the-job training and core learning development, which will occur as part of the Graduate cohort. Training will be varied and tailored to supporting your development in Innovate UK and more broadly to kick-start your career, modules include presentation skills, impact, resilience, managing others plus many more.

Beyond initial training in the first year, to build a core understanding of the organisation, how it works and the environment that it operates in, there are a wide range of potential training and development opportunities to explore as you grow during your time with Innovate UK.

Our 2015 Graduate intake have already developed into a variety of more senior roles across the organisation.

Key Responsibilities and Accountabilities:

- Maintain and develop relationships with internal stakeholder and suppliers, including 3rd parties
- Ensure required processes are documented and maintained as necessary
- Support with and deliver ad-hoc project work as directed by senior management
- Assist with production of standard operating procedures (SOPs)

IT Support Analyst:

- Assist Support Manager and wider support team in ensuring wider support

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Innovate UK is the new name for the Technology Strategy Board, an executive non-departmental public body sponsored by the Department for Business, Innovation and Skills. The Technology Strategy Board is incorporated by Royal Charter in England and Wales with company number RC 000818. Registered office: North Star House, North Star Avenue, Swindon SN2 1UE

- Diagnosing hardware and software issues relating to IT support services needs are met across all IT support service areas
- Recording and logging IT service issues, activities and tasks
- Update and maintain inventory & asset registers
- Ensure support provided in line with agreed service levels
- Act as key interface (within IT) to the Business Support Group
- Maintain backlog of all enhancements and change requests relating to a specific business area
- Assist Support Manager with prioritisation of work for the routine support & maintenance release cycle
- Assist support manager with production of MI for monthly incident reporting

Data Analyst:

- Documentation of systems and system-related processes, and any system/process changes
- Identification of system enhancements to better support the operations processes
- Identification of risk points in systems and systems-related processes, and actions required to address these
- Detailed statistical work as directed by senior management
- Identifying data quality issues and supporting development of resolutions
- Develop as a “go-to” specialist for data and performance management information, capturing issues and raise to appropriate individual or team for resolution

This is an outline description of the key responsibilities and accountabilities involved in the job. It is not exhaustive and may be revised from time to time.

Person Specification:

Qualifications:

To apply you must be educated to Undergraduate degree level in a relevant discipline (see below), be due to graduate in the coming year or have graduated in the last 12 months. We require a minimum degree classification of 2.1 or, if you have yet to graduate, a minimum expected classification of 2.1.

Disciplines: Information Technology, Computer Engineering, Computer Science, and Electrical Engineering or other numerate degree.

Innovate UK reserve the right to withdraw your place on the Graduate Scheme should you fail to obtain the minimum classification of 2.1.

Experience:

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Essential –

- Understanding of structure of government and the UK's innovation landscape
- Experience of report/document production to a high standard
- Understanding of the wider Technology sector and with a broad and up-to-date understanding of important technology trends more generally
- Understanding of current and evolving key UK and global business environment
- A clear track-record of delivering work to tight deadlines
- Used to working as part of a team to achieve results
- Experience of high level data analysis

Desirable –

- Practical, hands-on experience within the areas of application and/or desktop support or of managing data
- Completed a placement year or has relevant work experience in a relevant field
- Experience of Microsoft desktop software packages
- Experience of programming/scripting/data management
- Understanding of key Innovate UK partner organisations such as the Research Councils
- Maintenance and management of data/records for audit and data integrity purposes
- Experience in process intensive service-orientated/research/competitive procurement environment in an innovation or research and development led organisation.
- Experience of working for or being involved with an innovative and forward thinking environment in either the Public or Private sector

Skills:

- A proven team player
- Exceptionally strong IT literacy, advanced MS Office knowledge and including detailed spreadsheet and document management skills
- Able to drive your own development
- A sound understanding of statistic
- Solution focused with a 'can-do' approach
- Technically 'inquisitive'
- Proven project work/management skills
- Self-organisation and a demonstrable ability to manage a workload in order to meet tight deadlines
- Keen prioritisation skills
- Clear analytical and problem-solving abilities, including the aptitude to quickly understand new and complex issues and to identify and apply solutions
- Exceptionally strong communication skills (both written and oral), and the ability to produce clear, concise and accurate presentations and documents
- Able to build relationships and rapport with internal and external stakeholders
- Demonstrably strong numerical skills with the ability to analyse data quickly
- Ability to manage demands of multiple stakeholders whilst protecting the integrity and ownership of documented processes
- The ability to respond calmly under pressure and to make impartial and well-considered judgments in complex situations as and when required

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- Have the confidence to take calculated risks where necessary to deliver results
- The ability to thrive in agile/changing environment (it is envisaged that the role will evolve over the coming 12-18 months)

Desirable –

- Developed negotiating skills

Interests:

- Curious about technology and its applications
- Culturally engaged, interested in the world around you
- An interest in the global innovation landscape would be preferred
- Interest in or awareness of global development issues desirable
- Awareness of and interest in the national and international political and cultural landscape and its impacts on the wider work of Innovate UK

Competencies:

As with all roles at Innovate UK applicants will need to demonstrate compatibility with and capability against our Core Competencies:

Thinking and Problem Solving – Stakeholder management – Communication skills – Influencing – Self-awareness/self-management – Strategic awareness – Working with others– Project management

Travel Requirements:

- The role is primarily office based in Swindon, however the candidate may be required to travel to London and other locations for a small proportion of his/her time
- The role may require very occasional overseas travel

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