

JOB DESCRIPTION AND PERSONAL SPECIFICATION FOR THE ROLE OF BUSINESS ANALYST

Report to:	Lead Business Analyst
Responsible for:	No direct reports
Main purpose of Role:	To gather requirements, design, develop, deliver and support business solutions and projects

Main Responsibilities and Duties:

1. Using appropriate analysis techniques to gather and document requirements
2. Running workshops from initial problem statements, requirements and data gathering through to implementation planning
3. Understanding, identifying, and proposing recommendation options whilst understanding business impacts and challenges
4. Contribute to problem solving activities by supporting the investigation and analysis of potential root causes
5. Providing a bridge between the business and technical teams to ensure collaborative approach to tasks
6. Managing changes to project scope, identifying potential risks and impacts
7. Improving existing systems and business processes, assisting in the implementation of new services and products, and resolving any issues that are raised
8. Drive activity within Internal teams & 3rd party suppliers to deliver the right business outcomes

Experience:

Essential	Desirable
<ul style="list-style-type: none"> • 3+ years of relevant experience in a similar role or with transferable expertise • Experience of working successfully within a team • Experience of new system, new products & service launches 	<ul style="list-style-type: none"> • Experience of working within the Financial Services sector • Some team leader or supervisory level experience

Knowledge and Skills:

Essential	Desirable
<ul style="list-style-type: none">• Ability to communicate effectively with staff at all levels of the Society.• Attention to detail and accuracy while remaining calm under pressure.• Well-developed oral and written communication skills• Methodical and well organised• Consultative approach, with the ability to simplify and articulate complex issues to a range of stakeholders.• Influencing and relationship building skills• Ability to effectively manage workload across multiple activities.• Ability to be self-sufficient and drive change forward	<ul style="list-style-type: none">• Knowledge of the mutual business model.

Education:

Essential	Desirable
<ul style="list-style-type: none">• Good standard of education with a minimum grade 'C' GCSE, or equivalent, in Maths and English• Educated to A level or with an appropriate apprentice level of education	<ul style="list-style-type: none">• A recognized qualification or progression towards qualification in a field linked to the role.• Educated to degree level or equivalent.

Salary and Benefits:

Role Grade and salary Band:	TBC
Pension:	10% non-contributory
Performance Related Pay:	Maximum 10% of base salary based on agreed achieved KPI's and paid annually
Holiday:	25 days plus public holidays
Core Hours of work:	Monday to Friday 8.45am to 5pm with one hour for lunch – 36.25 hours per week
Additional Benefits:	Death in Service cover of 4 x base salary Onsite car parking Hybrid Working Private Health Cover from 3 months of employment Health Cash Plan Corporate Eye Care Package 2 Days paid leave per year for charity work