

Role description

Business analyst
37.5 hours per week, Monday to Friday

Reporting to

IT Director

Overview

We're looking for a Business Analyst with a head for strategy and an eye for detail to support our future growth. Top of the list of requirements are a proven background in analysing business needs and identifying solutions, as well as managing projects to ensure successful outcomes. You'll work closely with stakeholders to understand requirements, document processes, and help drive efficiency and innovation throughout the company.

Key responsibilities

1. Information gathering and analysis:

- Conduct a thorough analysis of the business's needs and stakeholders' requirements.
- Use various exploratory techniques including interviews, workshops, and surveys to establish those requirements.
- Document and prioritise requirements and solutions, ensuring they are aligned with the business's objectives.

2. Solution design:

- Collaborate with technical teams to design and propose effective solutions for the business's needs.
- Develop business cases, feasibility studies, and cost-benefit analyses to support decision-making.
- Ensure proposed solutions are technically feasible, cost-effective, and aligned with the company's strategic goals.

3. Process improvement:

- Analyse and map existing business processes, identifying areas for streamlining and optimisation.
- Recommend and implement process improvements to boost efficiency, reduce costs, and enhance customer satisfaction.
- Develop process models, diagrams, and documents to support identifiable process improvements.

4. Stakeholder management:

- Build strong relationships with key stakeholders, including business leaders, project managers, and technical teams.
- Establish clear lines of communication with and between stakeholders to ensure a full understanding of the business's requirements and needs across the board.
- Maintain a responsive approach to managing stakeholder expectations and addressing concerns.

5. Project management:

- Support project planning and execution, ensuring projects are delivered to deadline and within scope.
- Track project progress, identify risks, and implement mitigation strategies as necessary.

Key responsibilities (continued)

- Assist in producing supporting materials for projects, including plans, status reports, and user manuals. Maintain a responsive approach to managing stakeholder expectations and addressing concerns.

6. Data analysis and reporting:

- Conduct data analysis to support business decision-making.
- Develop and maintain reports, dashboards, and performance metrics to track progress and outcomes.
- Present findings and recommendations to stakeholders in a clear and easily digested way.

Required skills and experience:

1. Technical skills:

- Proficiency in business analysis tools and techniques.
- Strong understanding of business process modelling and improvement methodologies.
- Experience using data analysis and visualisation tools.
- Familiarity with project management methodologies and tools (eg Agile, Scrum, MS Project).

2. Other skills:

- Aptitude for analysis and problem-solving.
- Strong communication and interpersonal skills.
- Can work effectively both independently and as part of a team.
- Eye for detail and strong organisational skills.
- Adaptability and willingness to learn new technologies and methodologies.

3. Preferred qualifications & background:

- Degree in Business Administration, Information Technology, or a related field.
- Experience in a similar role within the insurance sector would be beneficial.
- Knowledge of software development lifecycles.
- Familiarity with customer relationship management (CRM) systems.

Salary, hours & benefits

- FTE £25,000-£50,000
- 37.5 hours per week
- Some flexibility for working from home
- Annual individual and company performance-related bonus
- Company pension
- Group life insurance policy
- Health insurance
- Study support available
- Free parking