

BUSINESS ANALYST

BRISTOL

2020



The Role

We are a leading provider and administrator of self-invested personal pensions (SIPPs), part of the Curtis Banks Group, based at Temple Quay, Bristol just a 5 minute walk from the railway station. Our employees are a mix of all ages and there is a vibrant, fun culture that extends outside the workplace.

We offer a fantastic benefits package, including a generous pension scheme, flexible working, study support to help develop your qualifications and early close on Fridays to name but a few. For more details about us visit [Curtisbanks.co.uk](https://www.curtisbanks.co.uk) or find us on LinkedIn and Facebook.

The core focus of the role is to work across the organisation (not just normal work location) in order to deliver a comprehensive and cost effective business support service. Working with the Business Support team, the Business Analyst:

- Operates under general or minimum supervision, and performs duties with broad latitude for judgment.
- Performs business process analysis; comparison of management systems, documents and recommends process and configuration changes to one or more operational functions.
- Performs strategic business analysis to support the business.
- Requires an in-depth and broad understanding of problem identification, analysis and resolution.
- Deals with all aspects of strategic planning and business support, including but not limited to:
 - Project development and delivery
 - The harmonisation of procedures across the organisation
 - The production and critical analysis of KPIs
 - The periodic production of required management information to support the business

You will

- Define and document customer business functions and processes.
- Consult with functional unit management and personnel to identify, define and document business needs and objectives, current operational procedures, problems, input and output requirements, and levels of systems access.
- Act as a liaison between departments in the analysis, design, configuration, testing and maintenance of processes and systems to ensure optimal operational performance.
- Analyse the feasibility of, and develop requirements for, new systems and enhancements to existing systems; ensures the system design fits the needs of the users.
- Track and fully document changes for functional and business specifications; assisting with the writing of detailed universally understood procedures for use in training.
- Identify opportunities for improving business processes through information systems and/or non-system changes; assisting in the preparation of proposals to develop new systems and/or operational changes.

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- Plan, organise and conduct business process reengineering/improvement projects.
- Assist in developing an overall change management strategy for the business.
- Conduct change impact analysis to assess the potential implications of change.
- Participate in user acceptance testing and testing of new system functionality.
- Provides technical assistance in training.
- Direct or participate in studies of new and existing systems and special projects to determine feasibility.
- Develop policy and procedures to improve efficiency, cost-effectiveness, and/or improve internal and external customer service.
- Prepare reports and written findings and recommendations; and monitor changes.
- Provide work direction to one or more technical or administrative staff or act as a lead on designated projects or assignments.
- Fulfil any other reasonable requirement of the department or Curtis Banks
- Proactively identify risk within the business and escalate concerns to Business Support Manager
- Support team members and other colleagues and maintain effective communication flow within the team, with other teams and with other departments.
- Actively manage personal workflow to ensure that performance targets and standards are met.
- Keep up to date with regulatory, key investment and benefits related changes.
- Ensure that regular tasks are anticipated and processed at the required time.

Qualifications

- 5 GCSE's (or equivalent) at grades A-C (or equivalent) to include English and Maths

Knowledge

- Advanced knowledge of MS Office products including Word, Excel and Visio is highly desirable
- Knowledge of VBA and SQL is essential
- Good technical knowledge of pension administration systems (SIPP, SSAS) and regulatory requirements is desirable.

Skills and Experience

- A background in financial services and knowledge of the financial services regulatory environment and strong understanding of risks and controls is essential.
- Specific knowledge of the pensions industry is desirable.
- Being able to effectively manage internal and external relations, together with exchanging routine and non-routine information clearly and concisely is required.
- Applicants must possess a high degree of interpersonal skills and be able to prioritise workloads on a daily basis to ensure that projects are delivered successfully to specific deadlines.

Working for Curtis Banks has never been so rewarding...

- Everyone receives a generous salary, 26 days holiday and the opportunity to take part in our fantastic Sharesave Scheme.
- Amazing Pension contributions from the business of 8%
- Benefits scheme that includes discounts from shops, gyms etc.
- Cycle to Work scheme and many more...