CURTIS BANKS

HR FORMS
JOB DESCRIPTION

2022

Job title:	Business Analyst	Version date:	1.0
Business area:	Business Support	Job family:	
Reporting to:	Head of Business Support	Approved role?	Y
Job holder:	N/A	Code staff?	N/A

Purpose

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

Principal accountabilities:

- Defines and documents customer business functions and processes.
- Consults 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.
- Acts as a liaison between departments in the analysis, design, configuration, testing and maintenance of processes and systems to ensure optimal operational performance.
- Analyses the feasibility of, and develops requirements for, new systems and enhancements to existing systems; ensures the system design fits the needs of the users.
- Tracks and fully documents changes for functional and business specifications; assists with the writing of detailed universally understood procedures for use in training.
- Identifies opportunities for improving business processes through information systems and/or non-system changes; assists in the preparation of proposals to develop new systems and/or operational changes.
- Plans, organises and conducts business process reengineering/improvement projects.

CONTINUED

- Assists in developing an overall change management strategy for the business.
- Conducts change impact analysis to assess the potential implications of change.
- Participates in user acceptance testing and testing of new system functionality.
- Provides technical assistance in training.
- Directs or participates in studies of new and existing systems and special projects to determine feasibility.
- Develops policy and procedures to improve efficiency, cost-effectiveness, and/or improve internal and external customer service.
- Prepares reports and written findings and recommendations; and monitors changes.
- Provides work direction to one or more technical or administrative staff or acts as a lead on designated projects or assignments.
- To fulfil any other reasonable requirement of the department or Curtis Banks
- Proactively identifies risk within the business and escalates concerns to Business Support Manager
- Able to support team members and other colleagues and maintain effective communication flow within the team, with other teams and with other departments.
- Able to actively manage personal workflow to ensure that performance targets and standards are met.
- Keeps up to date with regulatory, key investment and benefits related changes.
- Ensures 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 highly desirable
- 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.