

Job Family:	Projects	Banding: 3a
Job Role:	Business Analyst	
Summary:	<p>Identifying Business Needs: Works with stakeholders to understand their needs and identify business problems or opportunities.</p> <p>Requirements Gathering: Collects and documents detailed business requirements, ensuring that solutions meet the needs of the business.</p> <p>Process Improvement: Analyses and maps current business processes and workflows to identify areas for improvement and recommend changes.</p> <p>Solution Design: Helps design and evaluate potential solutions, ensuring they align with business goals and requirements.</p> <p>Data Analysis: Analyses data to provide insights and support decision-making processes.</p> <p>Stakeholder Communication: Acts as a liaison between stakeholders, ensuring clear communication and understanding of project goals and progress.</p> <p>Project Management Support: Assists in project planning, monitoring, and execution to ensure successful delivery of solutions</p>	
Purpose:	<p>The role is pivotal in enhancing the operational efficiency and strategic direction of the Society. By identifying business needs and gathering detailed requirements, they ensure that solutions are aligned with organisational goals. The role holder plays a crucial role in analysing and improving current processes, designing effective solutions, and facilitating clear communication among stakeholders. Through data analysis and project management support, the role holder will help the Society optimise its services, reduce costs, and achieve its strategic objectives, ultimately enhancing member satisfaction and organisational growth.</p>	

What I Do:	How I Work:	What I Can Do:
<p>Identifying Customer Needs:</p> <ul style="list-style-type: none"> Conduct surveys, interviews, and focus groups with customers to gather insights on their experiences and expectations. Analyse customer feedback and complaints to identify pain points and areas for improvement. Benchmark against industry standards and best practices to ensure the building society remains competitive. <p>Requirements Gathering:</p> <ul style="list-style-type: none"> Work with stakeholders to define clear, actionable requirements for new systems and processes. Create detailed documentation, including user stories, use cases, and process flow diagrams. Ensure requirements are aligned with the strategic goals of enhancing customer experience and operational efficiency. <p>Process Analysis and Improvement:</p> <ul style="list-style-type: none"> Map current financial processes to identify bottlenecks, redundancies, and inefficiencies. Use techniques such as Lean and Six Sigma to recommend process improvements that eliminate waste and enhance value. Implement process changes and monitor their impact on customer satisfaction and operational performance. 	<p>Collaborative Approach:</p> <ul style="list-style-type: none"> Builds strong relationships with colleagues across departments to foster a collaborative working environment. Facilitates workshops and brainstorming sessions to generate ideas and solutions. Encourages open communication and knowledge sharing among team members. <p>Customer-Centric Focus:</p> <ul style="list-style-type: none"> Keeps the customer at the heart of all decisions and actions. Designs solutions that enhance the customer journey, from account opening to service delivery. Continuously seeks feedback from customers to ensure their needs are being met. <p>Continuous Improvement:</p> <ul style="list-style-type: none"> Regularly evaluates and refines processes and solutions. Seeks opportunities for innovation and stays up-to-date with industry trends and best practices. Encourages a culture of continuous improvement. <p>Data-Driven Decision Making:</p> <ul style="list-style-type: none"> Uses data and analytics to inform decisions and measure the impact of changes. Develops key metrics to track the success of transformation initiatives. 	<ul style="list-style-type: none"> 4+ years of experience as a business analysis within the financial services sector, preferably in a building society or similar organisation. A good understanding of finance processes and data analysis tools (e.g., Excel, SQL). Strong understanding of mortgage lending, savings products, and regulatory requirements in the building society sector. Proficient in process improvement techniques such as Lean / Six Sigma etc. Education to degree level or equivalent in Finance, Business Administration, or a related field is desirable.

Solution Design:

- Collaborate with IT and other departments to design solutions that are technically feasible and meet business needs.
- Prototype and test new systems and processes to ensure they deliver the desired outcomes.
- Ensure that solutions are scalable, secure, and compliant with regulatory requirements.

Data Analysis:

- Collect and analyse data to identify trends, patterns, and insights that inform decision-making.
- Develop dashboards and reports that provide real-time visibility into key performance indicators (KPIs).
- Use predictive analytics to forecast future trends and support strategic planning.

Stakeholder Communication:

- Organise and lead meetings with stakeholders to discuss project progress, challenges, and next steps.
- Create clear and concise communication materials, such as presentations and status reports.
- Ensure that all stakeholders are informed and engaged throughout the transformation process.

Project Management Support:

- Assist in the development of project plans, including timelines, milestones, and resource allocation.
- Monitor project progress and identifying potential risks and issues.
- Support project teams in resolving challenges and ensuring that projects stay on track.

- Ensures that decisions are based on evidence and aligned with strategic goals.

Effective Communication:

- Maintains open lines of communication with all stakeholders, ensuring transparency and fostering a collaborative environment.
- Provides regular progress updates and address any concerns promptly.
- Uses clear and concise language to ensure that all stakeholders understand project goals and requirements.

Agile Methodology:

- Adopts agile practices such as iterative development, daily stand-ups, and sprint reviews.
- Is flexible and responsive to changes in project scope or customer requirements.
- Prioritises tasks and delivering incremental value to customers.

General duties:

- Carry out all duties as detailed and in accordance with documented policies and procedures
- Maintain risk awareness within the role, ensuring relevant controls are implemented and are operating effectively, reporting of all risk events identified and escalating risk issues which have the potential to breach the Society's appetite for risk / control environment.
- Prepare and collate management information in accordance with laid down procedures and standards
- Contribute to the wider Society goals through active contribution and supporting colleagues

- Promote the interests of and ensure adherence to the policies of the Society.
- Carry out all duties taking into account the FCA's Conduct Risk requirements and principles of Treating Customers Fairly and the need to comply with relevant Conduct Rules.
- Carry out all duties in compliance with the FCA's Conduct Rules as applicable to the role (as detailed in the Code of Conduct Sourcebook (COCON)).
- Ensure that regulatory requirements in respect of Anti Money Laundering (AML) and Terrorist Financing are complied with, including:
- Carry out prescribed customer due diligence measures (CDD) for all customers (including appropriate enhanced due diligence (EDD) measures, where applicable) before establishing a business relationship and at appropriate times during the business relationship in accordance with documented procedures.
- Understand the law and personal obligations and responsibilities under it and the potential legal and regulatory penalties for any breach / non-compliance.
- Complete training as required in order to attain and maintain knowledge and continuing competence in AML systems, controls and procedures.
- Report knowledge or suspicion of any money laundering or terrorist financing activity promptly in accordance with procedures.
- Undertake other duties as may be required in the post and department detailed above or any other post in any department or branch of the Society.