



# Business Analyst

Department:	Enterprise Services
Report to:	Business Analysis Team Manager
Job Family:	TBC
Career Family / Job Capsule:	TBC
Key dimensions:	(£Budget, Team headcount FTE, any other relevant P&L metrics as they become available)
The purpose of the role is to: <ul style="list-style-type: none"><li>• Provide specialist Lifetime Mortgage BA skills working within different project and delivery methodology frameworks and utilising a range of appropriate and effective analysis tools and techniques</li><li>• Understand the Business Strategy and it is reflected in the business requirements</li><li>• To support others within the organisation in providing facilitation and analysis skills when required (e.g. strategic assessment; solutions design)</li><li>• Lead and plan the analysis effort on specific Lifetime Mortgage projects and other BA work as assigned.</li></ul>	



<p>Key accountabilities:</p> <ul style="list-style-type: none"> <li>• Provision of professional analytical skills across the business in support of initiatives</li> <li>• Elicit and capture the business requirements to support delivery estimating and solutions.</li> <li>• Use source data to provide recommendations and planning for desired outcomes</li> <li>• Understand and progress business requirements to support Enterprise Services delivery against Business Lines' objectives (at an acceptable cost and delivering the requisite outcome, according to agreed design principles)</li> <li>• Liaise with business architects &amp; technical architects to ensure that designs are joined-up and meet both business needs and our design principles</li> <li>• Work with testers to ensure that the requirements identified up front are proven &amp; delivered</li> <li>• Support clear documentation of project Business Cases including: <ul style="list-style-type: none"> <li>o Costs</li> <li>o Benefits</li> <li>o Total cost of ownership</li> <li>o Financial assessment criteria</li> </ul> </li> <li>• Risk &amp; Issue identification, escalation &amp; mitigation</li> <li>• Driving, alongside all other BAs, the improvement of the Business Analysis discipline within the Society</li> </ul>	<p>Skills / Experience / Knowledge:</p> <ul style="list-style-type: none"> <li>• Excellent knowledge of business analysis techniques and methods</li> <li>• Experience of an analysis role within the Financial Services industry, able to define options in response to requirements, assess in context of risk, cost &amp; business objectives, &amp; recommend</li> <li>• Ability to analyse and interpret strategy statements. Including <ul style="list-style-type: none"> <li>o Corporate Strategy</li> <li>o Technical Strategy</li> <li>o Business Strategy (Including TOM)</li> <li>o Product Strategy</li> </ul> </li> <li>• Understanding of the nature &amp; purpose of the corporate Risk Appetite &amp; its application to solution or outcome design</li> <li>• Working within a range of project and solution delivery methodologies:</li> <li>• Good understanding of technical systems solutions &amp; design</li> <li>• Working knowledge of financial business processes and control requirements</li> <li>• Able to manage time across competing priorities &amp; know when to escalate</li> <li>• Business Process mapping experience in BPMN and skills is essential</li> <li>• Experience of Business/Operating Modelling desirable</li> <li>• Experience of strategy definition &amp; review desirable</li> <li>• Experience of process frameworks or architectures desirable</li> <li>• Personal Skills/attributes: <ul style="list-style-type: none"> <li>o Excellent communications, both written &amp; verbal</li> <li>o Ability to operate at all levels of the organisation</li> <li>o Delivery focused</li> <li>o Collaborative working style</li> <li>o Persuasive, logical, objective &amp; creative</li> </ul> </li> </ul>
<p>Values</p>	<p>Define who we are as OneFamily. They come from the beliefs we hold, the way we behave and how we want to work together for our customers. For OneFamily this means:</p> <ul style="list-style-type: none"> <li>• Better together</li> <li>• Being your best</li> <li>• Being innovative</li> <li>• Champion the customer's needs</li> <li>• Doing what's right</li> </ul>



	Our values are unique to our brand. They give us purpose and focus. They are vital in helping us all 'do the right thing'. If we are confident that we are true to our values, then we can be sure that we are doing the best for our customers.
Adaptability	This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their Line Manager. In addition, they may be required to carry out any other duties deemed appropriate within the role and expertise.
Performance Management	All employees have a responsibility to participate in regular one to ones with their manager and to identify performance standards of the post. As part of the performance management process every employee is responsible for participating in identifying their own training and development needs to meet the requirements of their role.
Health and Safety	Employees must be aware of the responsibilities placed on them under Health and Safety at Work Act 1974, and take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work.
Equality and Diversity	The Society is committed to building an environment where the diversity of its employees is valued, respected and seen as an asset to enabling delivery of the best possible service to our customers and colleagues. It is unlawful to discriminate directly or indirectly in recruitment or employment because of any of the nine 'protected characteristics' contained in the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Failure to comply with organisational policies on equality and diversity may result in disciplinary action.
Confidentiality	The unauthorised use or disclosure of customer or other personal information is regarded as gross misconduct and will be subject to disciplinary procedures, and could result in a prosecution for an offence or action for civil damages under the General Data Protection Regulations. (GDPR)

#### Regulatory

- To comply, at all times, with all regulatory, statutory and legislative requirements so far as they relate to the role
- To abide by the Rules of the Society at all times
- To understand and comply with all Group Governance Policies, as appropriate to the role
- To delivery all apportioned and assigned accountabilities and responsibilities



Individual Conduct Rules	
Rule 1	You must act with integrity
Rule 2	You must act with due skill, care and diligence.
Rule 3	You must be open and cooperative with the FCA, the PRA and other regulators.
Rule 4	You must pay due regard to the interests of customers and treat them fairly.
Rule 5	You must observe proper standards of market conduct.

Declaration	
I hereby confirm that I have read and understood the content of this Job Description and Person Profile and I accept the content as an accurate description of the role which I am required to perform.	
Job holders full name:	
Job holders signature:	
Date:	

### Version Control:

Amendment Summary	Date	Reviewer
Rebranded	13/07/2018	Reesa Berry, Resourcing Partner



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