

## Lead Business Analyst

*Salary: £46,000 to £50,000 per annum*

*Location: Maitland House - Southend - On-Sea*

### **Overview:**

The Lead Business Analyst position sits within the Business Solutions Team. Responsible for understanding business change needs, assessing the impact of those changes, capturing, analysing and documenting the requirements and then supporting the communication and delivery of those requirements with relevant parties.

Technology and process change is a critical focus for the Group and its customers, the ability to constantly adapt is essential to ensuring we are quick to respond to changing market needs. The role works closely with Business stakeholders, Group IT and other parties to ensure system and process changes are fully understood, considered and evaluated – ultimately ensuring change is approached and executed appropriately.

This is a demanding role that requires excellent analytical, problem solving, communication and stakeholder management skills. The Lead Business Analyst is expected to line manage, coach and develop a team of BA's.

### **Key Responsibilities:**

- Direct Line Management of Business Analysts, including appraisals and personal development plans
- Gathering and Translating Business Requirements – must fully understand and articulate, with no ambiguity, the business needs of the change stakeholders, working with Group assets to assess, capture, analyse and document the requirements and ensure the most appropriate, simple and cost efficient solutions are recommended from the outset
- Requirements Evaluation – The Lead Business Analyst plays a key role in assessing the impact and effectiveness of change initiatives, delivering recommendations to senior Business stakeholders. It is essential that various tools and methodologies are utilised to analyse cost effectiveness, return on investment, success criteria and other key considerations to ensure suitable recommendations are delivered
- Stakeholder Management – Developing and maintaining a strong relationship with key stakeholders is essential, ensuring that Business Analysis function is viewed and promoted as an indispensable component in ensuring changes are approached, considered and evaluated appropriately
- Gather requirements using various processes and methodologies such as interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, task and workflow analysis etc

- Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying business needs
- Conducting effective Cost Benefit Analyses (CBA) and Return on Investment (ROI)
- Interpret customer business needs and translate them into application and operational requirements
- Serve as the conduit between customers (internal and external) and development / IT Support functions
- Collaborate with subject matter experts to establish the technical vision and analyse trade-offs between usability and performance needs
- Any other adhoc duties as required

### **Skills and Experience:**

#### **Required:**

- Ability to coach and develop BAs
- Insurance / Financial Services experience
- Knowledge and experience of systems analysis, software and infrastructure integration
- Running and documenting requirements gathering/definition workshops
- Constructing process models
- Running workshops involving business stakeholders and delivery teams
- Resolving complex requirement conflicts through effective stakeholder engagement
- Effectively presenting options and recommendations to stakeholders
- Demonstrating strong commercial awareness
- Identifying and documenting risks, issues, assumptions and dependencies
- Basic awareness of Business and IT strategy within an organisation
- Performing project estimation for BA related tasks
- Making recommendations for project/change approach
- Producing business cases and seeking approval from senior stakeholders
- Ability to interact and work with business and technical staff at all levels
- Understanding of development and testing methodologies
- Good understanding of Business and Technical architectural design
- Excellent analytical and logic skills
- Excellent written and verbal communication skills
- Ability to work under pressure and manage time
- Ability to understand the importance of confidentiality in handling customer personal data

#### **Qualifications**

- ISEB Business Analyst / Engineering / Business Modelling certification (desired)

- Minimum of 5 GCSEs at grade C or above or equivalent to include Mathematics and English

**Competencies:**

- Communication
- People & Personal Development
- Team Work
- Customer Focus/ Results / Excellence

***About Us***

The Hood Group is a privately owned business providing insurance solutions for over 30 years to some of the most well respected brands, insurance partners and financial intermediaries. Established in 1983, we came from modest beginnings in the City of London with a small team of passionate people who wanted to help change insurance for the better. We offer our partners an end-to-end service; from product and quote platform design through to sales and retentions. The Hood Group is now one of the largest employers in South East Essex with around 180 staff, award winning services and cutting edge technology.

We invest in the careers of all our staff, through training, qualifications and by providing a pro-active learning environment. We understand the importance of staff wellbeing and maintaining a good work/life balance and also provide opportunities such as flexible working and career breaks. There is a Group funded Sports and Social committee, seated acupressure massages, and fitness classes in our onsite Wellbeing studio. On completion of probation we also provide an excellent benefits package that includes life assurance, pension scheme, medical cover, permanent health insurance and much more.