

## **Business Analyst**

*Salary Banding – £36K – £45K Dependent on experience*

*Location: Maitland House – Southend on Sea*

### **Overview:**

Reporting to the Lead Business Analyst, the Business Analyst position sits within the Hood Group Business Solutions Team. Responsible for the process of 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 Business Analyst works closely with Business stakeholders, Group IT and other parties to ensure system and process changes are fully understood, considered and evaluated – ultimately ensuring business change is approached and executed appropriately.

This is a demanding role that requires excellent analytical, problem solving, communication and stakeholder management skills. The Business Analyst is expected to manage concurrent projects, time and workloads effectively and autonomously.

### **Key Responsibilities:**

- Gathering and Translating Business Requirements – The Business Analyst 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 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 between key business stakeholders and the Business Analyst is essential, ensuring that Business Analysis is viewed and promoted as an indispensable component in ensuring changes are approached, considered and evaluated appropriately.
- Ensure all work is fully logged and documented through established analysis tracking software.
- Elicit requirements using various processes and methodologies such 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.
- Contribute to MI decisions by conducting effective Cost Benefit Analyses (CBA) and Return on Investment (ROI).
- Drive and challenge business units on their assumptions of how they will successfully execute their plans.
- Interpret customer business needs and translate them into application and operational requirements.
- Serve as the conduit between the customer community (internal and external customers) and development / IT Support functions.
- Develop requirements specifications according to standard templates and approaches.
- Collaborate with subject matter experts to establish the technical vision and analyse trade-offs between usability and performance needs.
- Able to deliver analysis with clear benefits, disadvantages and recommendations based on analysis conducted.
- Any other adhoc duties as required.

#### **Skills and Experience:**

- 1 to 3 years in a Business Analysis role
- Insurance experience is preferable
- Knowledge and experience of systems analysis, software and infrastructure integration
- Producing project definition/project initiation documents clearly defining scope and project objectives
- 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 in relation to the environment that you work
- 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
- Utilising requirements analysis tools
- Change control processes especially in relation to requirements documentation
- 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

- Ability to understand the importance of confidentiality in handling customer personal data

**Required:**

- 1 to 3 years in a Business Analysis role
- Insurance experience is preferable
- Excellent analytical and logic skills
- Excellent written and verbal communication skills

**Beneficial:**

- ISEB Business Analyst / Engineering / Business Modelling certification

**Qualifications**

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

**Competencies:**

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

***About Us***

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 come 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. 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 provide opportunities such as flexible working and career breaks. There is a funded sports and social committee, seated acupuncture 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.