

Senior Business Analyst



Purpose

As a Senior Business Analyst in the Strategy Execution Office at TSB, you'll be responsible for working with stakeholders across the bank to analyse and document business requirements and deliver key initiatives that will drive the business forward. Collaborating across functions, connecting and partnering with internal and external stakeholders to gain in-depth understanding of business strategies and requirements, and supporting delivery of strategic change and developing change roadmaps.

This role will act as a coach and support to colleagues across the Enterprise on change delivery and provide support with definition, scoping and solution design of change initiatives (Missions). This role will balance both a customer and value delivery focus to assist with the development and delivery of initiatives that push the boundaries of where our business can go, while applying continued consideration for compliance and regulatory obligations in financial services, general banking functions and processes, and their supporting systems. You will play a key role supporting senior TSB stakeholders in defining and documenting Missions from annual business planning through to delivery of strategic outcomes.

Role dimensions

- **Reports to:** Capability Lead – Business Analysis
- **Division:** Strategy Execution Office
- **Location:** Auckland, Wellington, or New Plymouth
- **Direct Reports:** NA
- **Financial authority:** NA

Person specifications

- 5+ years experience as a Business Analyst or equivalent. At least 2 years experience in an Agile operating model or delivery environment.
- Proven experience contributing to solution design, business requirements and customer outcomes in cross-functional teams.
- Proficiency in business process modelling with BPMN; experience with BPM tool Signavio is an advantage.
- Experience with service design techniques such as customer journey mapping.
- Experienced with risk identification and control development.
- Experience working with Agile methodology and using Agile tools. The ability to thrive in a flexible and collaborative culture.

Role specific areas of responsibility

- Responsible for enabling, driving and capturing business, customer and technology requirements in strategic change initiatives (Missions) at TSB.
- Support the Head of SEO with creating and maintaining the enterprise change roadmap that will deliver on TSB's strategy.
- Support Mission Owners with defining Mission objectives, key results (OKRs), roadmaps and solution requirements, working with cross-functional teams of SMEs.
- Support Product Owners with defining and documenting business, customer and technology requirements for Missions, and Epics.
- Bring critical business value, customer value, operating model and process design focus and expertise to change initiatives at TSB.
- Work with technology, risk and regulatory functions and SMEs to ensure planned initiatives are feasible, viable and safe.
- Work with key stakeholders both internally and externally, including facilitating workshops and documenting outcomes and requirements, and negotiating to resolve conflicting interests between key stakeholders, where required.
- Provide coaching and development to team members and peers by sharing your expert knowledge and collaborating with others, uplifting analysis capability across the Bank.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.