

Business Analyst



Purpose

As a Business Analyst at TSB, you'll be responsible for working with stakeholders across the bank to analyse and document business requirements, business processes and customer journey maps. You will collaborate across functions, connecting and partnering with internal and external stakeholders gaining in-depth understanding of business strategies and requirements, supporting delivery of strategic projects.

Your role will range from mapping current and future state processes, to assisting with the development of initiatives that push the boundaries of where our business can go. You will need to be both customer and delivery focused and possess a good understanding of compliance and regulatory obligations in financial services.

Role dimensions

- **Reports to:** Head of EPMO
- **Department:** Financial Services
- **Job family:** Technical Specialist
- **Location:** Flexible
- **Direct Reports:** 0
- **Financial Authority:** No

Person specifications

- A relevant tertiary qualification and/or IIBA Certified Business Analyst (CBAP)
- 2+ years prior experience as a Business Analyst and / or 3+ years in financial services or Banking
- Critical thinker with attention to detail while maintaining a holistic perspective
- The ability to thrive in a flexible and collaborative culture
- Good process modelling skills with an understanding of BPMN
- Understanding of risk identification and control development
- Proven success in delivering outcomes while working across complex and multi-functional stakeholder groups

Role specific areas of responsibility

- Identify, create and facilitate process design changes by conducting business and systems process analysis and design. This may include developing process improvements or changes along with integrating new systems and processes with existing ones.
- Act as a key link between key business and technical teams, ensuring necessary requirements are incorporated
- Working with key stakeholders both internally and externally, facilitating workshops and documenting outcomes and requirements
- Formulate customer journey and process mapping to evaluate both current and future states
- Research and analyse data to assist with transformational business decisions
- Be an effective communicator and negotiator to resolve conflicting interests between key stakeholders, where required
- Ability to scope business processes and facilitate process modelling sessions
- Ability to analyse and create reports/recommendations detailing trends and performance

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.