

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
- **Direct Reports:** Nil
- **Financial Authority:** Nil

Person specifications

- 2+ years prior experience as a Business Analyst and / or 3+ years in Financial Services or Banking
- Good business process modelling skills with an understanding of BPMN; experience with BPM tool Signavio is an advantage
- Ability to analysis the effectiveness of existing business processes and identify opportunities for improvement
- Experience with service design techniques such as customer journey mapping
- Critical thinker with attention to detail while maintaining a holistic perspective
- Understanding of risk identification and control development
- Proven success in delivering outcomes while working in cross-functional teams.

Role specific areas of responsibility

- Responsible for identifying, creating and facilitating process design. This may include developing process improvements or changes, along with integrating new systems and processes into existing systems and processes.
- Support Mission Owners with defining Mission objectives, key results (OKRs), roadmaps and solution requirements, working with cross-functional teams of SMEs.
- Support Leads with defining and documenting business, customer and technology requirements for Missions, Themes, and Epics.
- Working with key stakeholders both internally and externally, facilitating workshops and documenting outcomes and requirements.
- Act as a key link between key business and technical teams, ensuring necessary requirements are incorporated.
- Develop customer journey and business process maps to evaluate both current and future states.
- Research and analyse data to assist with transformational business decisions.
- Analyse and create reports/recommendations detailing trends and performance.
- Be an effective communicator and negotiator to resolve conflicting interests between key stakeholders, where required.

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 role and their own personal development.

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