Job Description



JOB TITLE: Technical Business Analyst

GRADE: 3

REPORTING TO:

LOCATION: Swansea

# **ABOUT US:**

ERS is the UK's largest specialist motor insurer with an A+ rating. We recognise that for some, motor insurance is more than just a must-have; it's a way of taking care of what stands at the heart of their passion or livelihood. For those people, standard insurance isn't enough. That's why we work exclusively with motor insurance brokers to help get under the skin of the most difficult insurance risks, helping build products to meet their customer’s needs.

**THE ROLE:**

The Technical Business Analyst is responsible for supporting the delivery of business change across the technology applications, with the primary focus on the core ICE application. This will be delivered through a range of large and small projects delivering strategic and incremental changes. The role holder will assist stakeholders in shaping an initial idea into a compelling investment case by fully understanding the business problem or opportunity and suggesting a range of pragmatic solutions using the core applications to deliver maximum benefit to the organisation.

The Technical Business Analyst will engage with the business & central change team, understand the business outcomes that the organisation is looking to deliver and translate these outcomes into functional and non-functional requirements that can be delivered by the technical teams.

The Technical Analysis will assess all business outcomes to determine the most appropriate approach to delivering ICE changes to maximize the impact and speed of the changes and limit costs.

The Technical Business Analyst will elicit and capture the formal project requirements that relate to any technology systems, ensuring the needs of internal and external stakeholders are reconciled. Working with the business, central change team and all units within IT, the role holder will agree how the requirements will be realised, and produce formal use cases, functional specifications and business processes to fully document the agreed solution.

The Technical Business Analyst must be able to structure their work and model requirements and processes in order to provide context to the functional requirements and how they map to the business outcomes and technology design.

The Technical Business Analyst must be able to work as part of a matrix organisation and be comfortable with different functional reporting lines whilst having the mental agility to work on more than one functional or process area. The technical business analyst must not only capture requirements but shape/direct requirements so that the business outcomes are delivered whilst providing the technical input to design solutions that align with best practice and utilise the application in the best possible terms.

The technical Business Analyst will also support the technology development team, work closely with our key software providers and provide support to the application support and testing teams.

**KEY RESPONSIBILITIES:**

* Understand business outcomes and shaping them with the business so that functional & technical requirements can be defined.
* Challenge the business to properly and appropriately define the changes necessary to deliver the business outcomes that are being sought.
* Develop and improve the best use of ICE Claims & ICE Policy.
* Collect and write formal specifications for the internal technology development team and Hubio.
* Responsible for building and maintaining a relationship with stakeholders and business users.
* Responsible for planning and estimating own work.
* Manage and maintain the regular release cycle requirements.
* Ability to effectively influence and lead multiple levels of an organisation through functional boundaries.
* Identify business priorities and advise business stakeholders on options by collaborating with solution architects and the development tea.
* Apply scope management and ensures that IT processes are adhered to
* Embody and amplify the ERS values in all aspects of day to day activity ensuring that all interactions and engagements are carried out with the highest ethical and professional standards and that all work is accomplished with quality and in accordance with ERS values
* Carry out other reasonable tasks as required by line management

*The above duties and responsibilities are not an exhaustive list and you may be required to undertake any other reasonable duties compatible with your experience and competencies. This description may be varied from time to time to reflect changing business requirements.*

**KEY DESIRABLE ATTRIBUTES:**

* Solid understanding of project management tools and techniques
* Detailed experience working on ICE Claims & ICE Policy Applications
* Understanding and knowledge of configuring the ICE Claims & ICE Policy Applications
* Understanding of the interactions between ICE processing applications and ICETrack, and the underlying data architecture
* A core competency in business analysis and some formal training.
* Experience working on a large scale project/programme implementing software and process solutions.
* Experience in documenting technical requirements which can be passed to developers
* Practical experience of software delivery methodologies, ideally Agile.
* Excellent communication / interpersonal / stakeholder management skills.
* Excellent presentation skills.
* Experience of facilitating workshops.

**KEY PERSONAL DESIRABLES:**

* Takes ownership and responsibility for quality of output.
* Attention to detail.
* Disciplined and self-motivated to work to deadlines.
* Able to manage own workload and input from others.
* Flexible and able to work under pressure.
* Ability to encourage, listen and evaluate input and ideas from others.
* Tenacious.
* Finisher.

Name (PRINT): .…………………………………………………………………

Signature: …………………………………………………………………………

Date: …………………………………………………………………………………