



Job Description

JOB TITLE: Technical Systems Analyst

GRADE: 4

REPORTING TO: Product Analysis Lead

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:

It is the responsibility of the technical systems analyst to deliver product change related analysis, with a view to supporting the implementation of that product change to the wider business as part of the product delivery lifecycle. Leveraging their analysis knowledge, and professional expertise, to play a key role helping to realise product strategy.

Day to day responsibilities of the role include providing a clear, robust and fit for purpose set of requirements to help deliver product change in line with the defined delivery frameworks, governance and SLA's, whilst also supporting ongoing communication with business stakeholders, third parties and suppliers as part of the delivery.

KEY RESPONSIBILITIES:

Analysis

- The elicitation of product related requirements through business stakeholder and third-party engagement.
- Ensure requirements are fit for purpose and adhere to product analysis governance.
- Clearly understand and be able to articulate business/system outcomes and map them to requirements.
- Challenge the business to accurately define the changes necessary to deliver the business outcomes that are being sought.
- Provide valuable insight and input into discussions on proposed business solutions
- Work closely with delivery teams to refine and transform business requirements into user stories with clear, achievable acceptance criteria, with a view to successfully delivering product change.
- Support pricing and underwriting with any product related queries
- Support the product incident management process, through prioritisation and investigation.
- Support senior technical analysts in delivering large scale product change.
- Help prioritise change alongside the senior technical business analyst
- Facilitate business stakeholders sign-off as per the agreed delivery framework and governance.



- Participate in team ceremonies in line with the agreed delivery frameworks.
- Main point of contact for business stakeholders in relation to product change
- Facilitate change management of existing requirements.
- Build and maintain relationships with business stakeholders and delivery teams.

Personal Development / Continuous Improvement

- Promote and embrace a culture of continuous improvement, carrying out improvements in line with delivery methods.
- Build relationships with stakeholders across key departments within the business.
- Seek feedback from colleagues to aide development within the role
- Actively seek opportunities to help lead product deliverables
- Proactively develop technical analysis related skills with a view to providing value to the product delivery team.
- 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.

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:

- Working knowledge and experience of delivering insurance products.
- Good knowledge of the MS Office Suite, specifically a strong knowledge of Excel.
- Ability to carry out contemporary requirements elicitation using agile based methods.
- Previous experience of working in a variety of delivery methodologies including delivery in an agile environment (e.g. SCRUM and Kanban).
- Previous experience of working in an insurance environment, or;
- A firm understanding of the current ERS product offerings and underwriting principles

This role requires the job holder to be able to demonstrate the following competencies:

- Highly developed communication skills – excellent written and oral communication skills, with an attention to detail, to be able to communicate with stakeholders of various seniority,
- Highly developed interpersonal skills to help build and maintain valuable relationships within all business areas.
- Possess high level of analysis, logical reasoning and problem-solving skills
- The ability to prioritise work and the organisation skills to effectively manage time according to those priorities.
- The ability to work to challenging delivery deadlines, in a high-pressure environment and doing so without compromising quality.
- The ability to work effectively as part of a team and individually to achieve set goals
- The ability to accept constructive feedback in a positive manner with a view to continuous improvement.
- The ability to take a holistic view of change and suggest areas for improvement.
- Demonstrate a high level of professionalism at all times.
- Commercial awareness with the ability to frame ideas in a business-friendly manner.

Name (PRINT):

Signature:

Date: