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| **Overview** | | |
| **Name** |  | |
| **Job Title** | Proposition Business Analyst – Post Graduate | |
| **Job Grade** | 13 | |
| **Reports To** | Head of Propositions | |
| **Direct Reports** | None | |
| **Indirect Reports** | None | |
| **Working Relationships** | **Internal** | **External** |
| All B&CE staff | Customers (employers and individuals) and their representatives  Professional Advisers  Financial Service Companies |
| **Accountability Level** | Level 2 | |
| **Behaviours Level** | Specialist (Please refer to the [Behaviour Framework](http://grapevine/Interact/Pages/Content/Document.aspx?id=3102) on Grapevine) | |

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| **Main Purpose** |
| To provide business analysis for new and enhanced company propositions through their development, from initial ‘idea’ stage, through to detailed requirements specification and justification. This is likely to involve analysing management information and assisting with workshops, to identify, document and agree business requirements.  The needs of the customer are central to all of our propositions and this role must ensure this focus is maintained throughout the development processes. At the same time, business objectives, such as efficiency needs to be factored into the final solution. |

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| **Key Responsibilities** |
| * Capturing, analysing and prioritising business requirements through 1-2-1 stakeholder interviews, workshops and analysis of internal and external qualitative information and data * Create appropriate documentation, including workflow, to articulate future high-level customer journeys and internal processes for evaluation with stakeholders * Analysing existing customer propositions and service experiences in order to identify and document a prioritised set of enhancements * Collaborating with all departments to conduct high-level potential impact assessments arising from development of ‘ideas’ and ‘proposed’ propositions, including additional resourcing and budget requirements * Working closely with project teams in delivery of propositions and enhancements * Provide support to all proposition definition and delivery work as occasionally required for example assisting with content reviews, testing and ad-hoc activities. * Adopt and promote agreed proposition processes for successful taking the best ideas and refinishing them into compelling propositions. * Act as a catalyst for innovative product solution design and delivery * Understand existing and future B&CE customer behaviours and product needs. * Experience of development and implementation of digital solutions to meet product needs in a fast-paced environment. * Keeps up to date and complies with all relevant systems, legislation, regulation and policies * Adheres to the company risk management policy and procedures, including reporting of incidents or breaches * Applies and promotes Treating Customers Fairly (TCF) culture and principles, the Clear English Standard, and with the organisation’s behaviours and values * Adheres to the company diversity and inclusion policy |

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| **Behaviours Required** |
| * Adapting * Innovating * Collaborating * Being Accountable * Engaging * Delivering * Creating Solutions |

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| **Functional/ Technical Skills** | |
| **Skill/ Experience** | **Essential/ Desirable** |
| * Educated to Degree level preferably within Marketing or Business Studies * Proven work experience * Excellent working knowledge of MS suite * PC Literate * Strong attention to detail, analytical and technical mind-set. * Good communication, interpersonal and presentation skills. * Ability to meet deadlines within tight timelines. * Ability to investigate issues and produce written reports * Microsoft Office, Outlook, Visio * Excellent verbal and written communication skills * Good attention to detail and accuracy when working * Organised and able to manage own workload * Ability to understand, interpret and apply information. * Digitally aware * Project skills * Ability to make recommendations for improvement * Relationship Management * Ability to influence and express opinions * Problem resolution * Analytical * Data manipulation * Attention to detail * Report writing * Investigative nature * Writing skills * Ability to work under own initiative | Essential |
| * Strong interpersonal relationship building skills * Ability to work under pressure and to deadlines whilst achieving defined targets. * Desire for root cause analysis and improvement of system structure * Ability to work with and across other business units. * Analysis of Management Information * Process methodology * Business analysis techniques * Proposition management processes * Creation of proposition proposals and business cases * Pensions * Financial Services * Automatic Enrolment | Desirable |

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| **Accountability Specialist Level 2** | |
| **Reputation** | Recognised as a dependable resource within their own discipline |
| **Knowledge** | Intermediate professional with good knowledge of own discipline. Shares specialist knowledge within team |
| **Problem solving** | Uses their judgement and experience to solve problems |
| **Responsibility & Span of Control** | Responsible for own work, may participate in project teams |
| **Supervision** | Receives a moderate level of guidance and direction |

Job Holder Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Line Manager Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_