



AmTrust International – Role Profile/Job Description

1	Job Title	Change Business Analyst
2	Function & Business Unit	Information Technology, Shared Services
3	Location	<u>London, Exchequer Court</u>
4	Direct & Indirect Reporting Line	<u>Direct Line Manager</u> IT Change & Practice Manager <u>Indirect (dotted) Line Manager</u> None
5	Direct & Indirect Reports	<u>Direct Reports</u> None <u>Indirect (dotted) Reports</u> None
6	Committee Roles	<u>Chair</u> None <u>Member</u> None
7	Key Stakeholders	Senior Managers in Finance, Operations, Sales and Marketing
8	Applicable Conduct Rules	Individual Conduct Rules 1. You must act with integrity. 2. You must act with due skill, care and diligence. 3. You must be open and cooperative with the FCA, the PRA and other regulators. 4. You must pay due regard to the interests of customers and treat them fairly. 5. You must observe proper standards of market conduct. 6. You must act to deliver good outcomes for retail customers
9.	Last Review Date	15 September 2023

Position Overview

The Business Analyst role is a vital link between our information technology capacity and our business objectives. The Business Analyst is responsible for ensuring that the business needs are clearly understood, documented and conveyed to the information technology teams, in accordance with AmTrust Business Analysis methodologies and governance.

The Business Analyst will own and maintain these requirements throughout the project lifecycle ensuring the solution delivered meets the objectives of the project, including scope, time, cost and quality.

The role will work closely with a wide range of stakeholders across AmTrust, including but not limited to peers, suppliers, testers, business partners, project managers, developers and the business to ensure successful delivery of projects.

The Business Analyst will also have a role in supporting improvements which can be made across the information technology department.

Essential Job Functions

Business Analyst

- Provide support to the production of the business case and any associated material.
- Facilitate requirements elicitation utilising techniques appropriate to the project and the stakeholder audience.
- Capture 'As-Is' and 'To-Be' business processes using BPMN 2.0 standards.
- Conduct Gap Analysis
- Define clear, concise, realistic and testable functional and non-functional business requirements with your stakeholders to achieve the appropriate project outcome.
- Produce, own and maintain relevant business analysis documentation in line with our templates, methodologies and governance.
- Call out risks and issues to the project so that these can be managed and escalated appropriately.
- Provide guidance and support to colleagues within IT including but not limited to project managers, business partners, testers and developers.
- Negotiate and influence stakeholders and manage resolutions where conflicts are present.
- Support the business with defining their future vision.
- Support the business through the change lifecycle from both a technical and people perspective.
- Own and develop the relationships with stakeholders across multiple geographic regions.
- Promote the business analysis capabilities within AmTrust and be recognised as an expert in business analysis, helping to create a best in class service.
- Ability to travel as required.
- Ensure that the FCA principle of treating customers fairly (TCF) is applied in those areas of the business within the jobholder's responsibility.
- Other duties may be assigned.

Qualifications, Experience, Competence

Qualifications

- 2:1 or First class degree or equivalent, preferably in Computer Science, Software Engineering, Information Technology or similar technical degree.
- Strong secondary education ('A' at A-Level equivalent) in Maths, Physics and/or other numerate subjects.

Experience

- Minimum of 2 years' experience working as a Business Analyst or 5 years' for the Senior Business Analyst role.
- Strong understanding of the technical challenges faced by a global business, able to understand IT analysis and risks in this business context.
- Proven track record of project delivery, and number of projects delivered into the business.
- Experience of engaging with stakeholder across multiple business areas, at all levels, preferably on a global scale.
- Experience in multiple methodology disciplines would be beneficial.
- Proficiency with the Microsoft Office suite (Excel, Word, PowerPoint).
- Business analysis qualifications would be beneficial.
- Insurance experience is preferred, though not mandatory.

Functional/Technical Competencies

Business Analyst

- Excellent business analysis skills.
- Strong relationship management skills.
- Engaging and passionate.
- Strong written/verbal/oral communicator at all levels.
- Ability to engage effectively with different personality types.
- Strong analytical skills and attention to detail.
- Negotiator and influencer.
- Strategic thinker and planner.
- IT systems knowledge.
- Team player.
- Problem solver.
- Able to work on multiple projects at the same time.
- Performance driven.
- Learning orientation.
- Strong organisational skills.
- Knowledge of AmTrust International or a similar insurance business would be beneficial.
- Management Competencies.
 - Risk.
 - Collaboration.
 - Results oriented.
 - Building relationships.
 - Adaptable & open to change.

Core AmTrust Behavioural & Professional Competencies (Employees)

Results Driven: Displays energy, determination and a sense of urgency to get the job done; understands the importance of meeting deadlines to achieve objectives; takes responsibility for organising own workload to ensure goals are met; identifies barriers or issues that might impact adversely on getting the job done and is proactive and innovative in resolving problems and finding solutions; strives for excellence.

Adaptable & Open to Change: Demonstrates a willingness to adapt and change according to circumstances; is able to comfortably handle ambiguity and changes in priorities; identifies the requirement to demonstrate flexibility for the wider benefit of the department and the business; supports change and the drive to continuously improve.

Relationship Management & Customer Focus: Builds and maintains strong internal and external customer and other relationships as relevant to role; is able to effectively understand and support customer needs while balancing business needs; takes responsibility for meeting agreed service levels and other commitments.; strives to deliver excellence and innovates to deliver solutions; ensures that all our customers are treated fairly and receive good outcomes in accordance with our regulatory requirements.

Risk Management: Is able to understand and identify common types of business risks for their functional or business area; actively supports the maintenance of an effective control environment; takes timely remedial action as may be required to prevent or minimise loss; proactively escalates risks to the appropriate party; supports continuous improvement in the management of risk.

Collaboration: Demonstrates respect and integrity in all collaboration with others; works with rather than competes with others in the business to achieve company goals; builds trust through open communication; adapts style and messaging appropriately; seeks out and listens to the opinions of others; supports team building and an inclusive culture that values diversity.

Continuing Professional Development: Proactively keeps up to date with regulatory and professional changes; maintains the required knowledge and skills to perform in post and undertakes all required / mandatory training; ensures that annual learning and development plans and Continuing Professional Development (CPD) obligations are achieved.

AmTrust Values: Able to demonstrate and role model AmTrust's values: Excellence, Innovation, Integrity, Responsibility, Inclusion and Teamwork.

Conduct Rules: Acts at all times in accordance with the Conduct Rules (as set out above)