



AmTrust International – Role Profile/Job Description

1	Job Title	Business Analyst
2	Function & Business Unit	Information Technology
3	Location	Exchequer Court, London
4	Direct & Indirect Reporting Line	<u>Direct Line Manager</u> Ojaswa Sharma, Technical Team Lead <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, Underwriting of Collegiate and Qualis' Teams
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.
9.	Date Reviewed & Agreed by Line Manager & Post holder	Approved by Peter Hughes, Head of IT Development on 09 May 2023

--	--	--

Position Overview

- AmTrust is a global insurance provider offering risk-management solutions and business underwriting tailored to the unique needs of each client. AmTrust International is on a transformation journey to modernise the legacy technology platforms for both insurance carriers as well as MGAs within the group. The initial launch of this new platform is scheduled to be in Jul 2023 for our insurance carriers. Over a period, we are planning to use these new platform capabilities for our MGA businesses.
- The group has five MGAs specialising in various lines of specialty risk business. This Business Analyst's role is part of IT team or POD supporting these MGAs.
- 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. Good knowledge of insurance business and terminology along with understanding of various technologies is crucial to the success in this role.

Essential Job Functions

- Manage the product backlog in DevOps , lead the POG discussions, own the updates in DevOps to ensure correct reporting
- Analyse and understand a business problem or opportunity and suggest appropriate process based solutions
- Undertake research and analysis to understand how a business or business area works, considering the people, organisation, processes, information, data and technology. Share this knowledge with the delivery teams to improve the services we provide to the business
- Identify areas for improvement, explore feasible options, analyse the effects of change and define success measures
- Identify and elaborate user and business needs to enable effective design, development and testing of application changes
- Make or assist with decisions related to prioritisation and minimum viable product by using analysis led insights ensure new products and services meet business and user needs, and are aligned with organisational goals
- Understand any business and policy constraints that need to be considered, and assess the implications
- Comply with AmTrust procedures, policies and regulations as relevant to remit.
- Complete the required number of hours of Continuing Professional Development (CPD) as it pertains to your role and applicable qualifications and ensure this is logged in Workday.
- Fully participate in all applicable fitness and proprietary and Performance Review processes. Promptly advise your line manager/HR as to any matter that may be relevant and/or impact your ability to perform in your role.
- Other duties may be assigned in order to meet the on-going needs of the organization

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 Math, Physics and/or other numerate subjects.

Experience

- Microsoft DevOps or Jira – Good understanding and experience on DevOps. Be able to manage product backlog, prioritise with the business / Create Epics / Features / User stories with the relevant details for development team to work on.
- SQL – Knowledge and experience on SQL. Be able to query the data, understand database schemas and perform data analysis.
- Experience of UI prototyping using Wireframing tools.
- Understanding of reporting tools like Power BI, QlikView etc.
- Expert knowledge in Microsoft office – Word / PowerPoint / Excel / Visio.
- Good insurance domain knowledge.
- 5+ years of solid experience in business analysis in insurance domain.

Functional/Technical Competencies

Agile working

You can identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes. You can help the team to decide the best approach. You can help teams to manage and visualize outcomes, prioritize work and adhere to agreed minimum viable product (MVP), priorities and scope.

Business analysis

You can apply structured approaches to identify, investigate, analyze and communicate complex business problems and opportunities, within a defined project. You can analyze business goals, objectives, functions and processes, using relevant information and data to support the definition of requirements. You can conduct options analysis, assess feasibility and operational impact, quantify potential business benefits and contribute to business case development. You can help to ensure proposed solutions meet business and user needs. You can work with limited direction to complete tasks and defined outputs linked to the project.

Business modelling

You can model various elements of the business with limited direction. You can understand the effect of potential changes and how business processes, systems, structures, data and roles and responsibilities interact with one another

Business process improvement

You can work with limited direction to identify opportunities to improve business performance within a defined project. You can lead the analysis, identification, design, prioritization and implementation of process and business changes to improve business operations and services. You can support the implementation of proposed business improvements.

Business process testing

You can apply business analysis and evaluation skills with minimal direction to support the design, execution and assessment of business process tests and usability evaluations within a project.

Requirements definition and management

You can identify, analyze, challenge and validate business and user requirements. You can work under limited supervision to co-ordinate and review the prioritization of requirements. You can use appropriate requirements management life cycle methods to complete tasks and outputs related to the project.

Stakeholder relationship management

You can identify, analyze, manage and monitor relationships with and between internal and external stakeholders. You can work under limited supervision to communicate with stakeholders clearly and regularly, clarifying mutual needs and commitments through consultation and consideration of impacts while focusing on user and business needs.

Systems analysis

You can identify and analyze IT system capabilities. You can develop models and system requirements for bespoke IT systems or software packages, with minimal supervision.

User experience analysis

You can apply basic techniques to analyse, validate and prioritise user experience needs. You can present findings in an accessible and easy to understand way to support data-informed decision making, based on user research. (Skill level: working)

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 everything that they do complies with all Treating Customers Fairly (TCF) principles.

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)