



Business Analyst

Job Description

Who We're Looking For

Responsible for leading business analysis, managing technology applications and driving product delivery and advising on complex process matters. Accountable for the function and processes where errors may involve financial losses or impact the business including possible loss of customer accounts.

About Benchmark Capital

Benchmark Capital powers financial advisers through insight and integrated tools, services and investment solutions that help them differentiate their client proposition.

Helping advisers to look after their clients is at the centre of everything we do. Our award-winning solutions support over 150 advice firms, with £17.1 billion of assets under advice¹

With a technology-led ecosystem of regulatory, platform, and investment services, and our own financial planning business, our approach is guided by delivering safety and security for customers and focused on positive client outcomes.

We believe that first-class client service and integrated technology are essential components for long-term success. Our seamless, holistic approach works in harmony both to empower advisers and their clients and to generate tangible financial and competitive advantages.

We work with some of the most successful financial planning firms in the UK, bringing the power of technology to advice and wealth management

¹As at 31.03.21

The base

You'll be based at our Broadlands Business Campus near Horsham in West Sussex. It has high standards and international reputation, without being in the city: a big, countryside campus means life will feel a little different.

We support our offices by using cutting edge software and hardware and our spacious campus facilities mean there's a great working environment for the team. With an on-site restaurant, coffee shop and gym, our campus has much to offer. And commuters can relax on our dedicated regular shuttle bus to and from Horsham's main line train station.

We know that helping you balance personal and professional commitments is a big part of that, so we're open to flexible working. Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need.

What You'll Do

- Accountability for performance of business analysis function and ensuring processes are compliant, efficient, detailed and up to date
- Detailed understanding of multiple processes across operations and compliance
- Identification of risks posed to the business and proactive mitigation
- Elicitation, meticulous documentation and analysis of processes and business requirements
- Provide backlog management, iteration planning, prioritisation and elaboration of the user stories to ensure work is aligned with business strategy
- Ownership of systems and outcomes, providing support on approaches and processes and strong knowledge of the technical specifications of the product
- Constantly seek to improve operations by reviewing and challenging inefficient processes and seeking ways to improve processes through development, automation or process re-engineering
- Planning and leading change including research of new technologies / systems and alternative methods of efficiency
- Planning and driving the delivery of system, technology and process related projects and enhancements in line with agreed project timeline and within budget
- Collaborative working with wider Benchmark Teams and companies in developing priorities and plans
- Influence and motivate teams to achieve company objectives

The Knowledge, Experience And Qualifications You Need

- Relevant professional accreditation (e.g. ISEB, Agile Practitioner) / bachelor's degree
- Business analysis and change management in the UK Financial Services industry
- Understanding of Agile and structured analysis methodologies
- Comprehensive experience working within a regulated environment
- Extensive experience in stakeholder management
- Proven analytical and creative problem-solving capabilities
- Accurate with excellent attention to detail
- Ability to work as part of a team and autonomously
- Ability to effectively manage and prioritise multiple tasks simultaneously
- Proven track record of working accurately within defined processes
- Excellent communication skills both written and oral
- Confident user of Microsoft Outlook, Microsoft Word and Microsoft Excel

The Knowledge, Experience And Qualifications That Will Help

- 5 GCSE's including maths and English language
- 2 A Levels or equivalent
- Experience working on delivery of eSIPP products
- Demonstrable leadership skills, including effective time management, prioritisation and delegation
- Outstanding numeracy and literacy skills

What You'll Be Like

- Highly motivated, Starter/Finisher, willing to learn and embrace change
- Positive attitude

- Excellent time management and ability to prioritise work
- Ability to motivate others
- Accountability
- Operates in a highly organised and structured manner in a challenging, fast paced environment

Grading

Grade	Competency	Demonstratable experience
4	Developing	<ul style="list-style-type: none"> – Sign off authority for standard operational processes – Responsible for department wide Management Information – Represent Fusion Wealth on group wide projects – Responsible for process mapping – Able to train new clients – Skills and aptitudes that will provide an understanding of principles and practices that contribute significantly to the work of the department
5	Competent	<ul style="list-style-type: none"> – Sign off authority for all process enhancements – Responsible for requirements documentation and approval – Responsible for producing roadmap dashboard – Responsible for solution delivery – Responsible for line management of team – Responsible for department projects; forecasting resourcing and planning work in advance – Skills and aptitudes that will provide an understanding of complex principles and practices that contribute significantly to the work of the department
5+	Proficient	<ul style="list-style-type: none"> – Actively looks for ways to improve processes, work quality and customer outcomes – Champions the customers view of Bright Square Pensions – Leads the team and department, drives forward with change, recognises achievement and inspires others to follow – Delegates for the Project Manager during absences – Understand project budgets forecasts and costs – Ready to move into a management role – Skills and aptitudes that will provide a deep understanding of complex principles and practices mainly applicable across a department

We're Looking For The Best, Whoever They Are

Benchmark Capital is an equal opportunities employer. You're welcome here whatever your socio-economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability.

Important Information: Issued by Benchmark Capital Limited, Broadlands Business Campus, Langhurstwood Road, Horsham, West Sussex, RH12 4QP. Registration in England No 09404621.