

Digital Business Analyst

Take ownership of the platform requirements for one of the UK's top brands; understanding their business needs, capturing system requirements and ensuring the development team have the clarity they need to deliver them.

Skills and Experience

- A proven ability to understand business needs and technical systems, and document high quality requirements in an efficient manner
- Excellent client service and interpersonal skills with the ability to develop solid client relationships and partnerships at senior management level
- An ability to understand client strategy, business issues and objectives and identify the resulting required system changes
- Experience translating technical systems and constraints into understandable requirements
- Proactive with the ability to establish priorities and work on own initiative
- Experience of working with behaviour-driven development (BDD) requirements
- Energetic with a positive, can-do attitude that inspires both colleagues and clients
- Excellent influencing skills with the ability to make things happen

Responsibilities

- Engage with all levels of the client business to identify and analyse requirements
- Capture the scope of business change and document user stories and non-functional requirements
- Document and communicate business process models and technical details to provide clarity between client stakeholders and the project team
- Analyse the risks and benefits of change to ensure that it delivers commercial value for clients and compelling experiences for consumers
- Act as the intermediary between client business stakeholders and technical delivery teams
- Manage client expectations and obtain and act on client feedback
- Represent the company in a professional manner in client meetings and through all communication
- Ensure that all client services processes are followed and that platform requirements and documentation are accurately maintained
- Be responsible for self-development and to participate in the personal development process
- Carry out all duties in accordance with company policies and standards