

## POSITION DESCRIPTION

<b>Position Title:</b> Business Analyst	<b>Direct Manager:</b> Head of Operations	
<b>Budget Responsibility:</b> None	<b>Direct Reports:</b> 0	<b>Indirect Reports:</b> 0

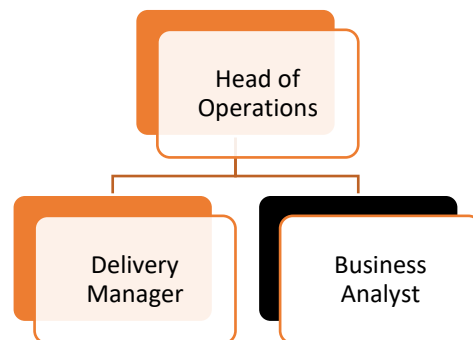
### WHAT YOU'RE HERE TO ACHIEVE

#### Key purpose:

As a Business Analyst you will drive the continued growth and success of our organisation by bridging the gap between business stakeholders and technology teams. You will collaborate with departments across our global organisation to gather, document, analyse, and provide traceability of requirements. You also work closely with project managers, developers, and testers and ensure business requirements are managed and fulfilled to ensure projects are delivered successfully.

You are committed to innovation and are skilled at identifying areas for process improvement and recommending solutions to enhance operational efficiency and effectiveness.

### WHERE YOU'LL FIT IN #TEAMGALLAGHER



### WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> <li>• CIO</li> <li>• CDO</li> <li>• CISO</li> <li>• IS Managers</li> <li>• Business Stakeholders</li> <li>• Solution Architects</li> <li>• Technical delivery teams</li> <li>• Project Managers</li> <li>• BI Team</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery Partners</li> </ul>

Created/ Edited:

By:

## WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
<b>Stakeholder communication</b>	<ul style="list-style-type: none"> <li>• Act as the vital link between our Digital Transformation team and the wider business.</li> <li>• Build and maintain strong relationships through effective communication.</li> <li>• Engage stakeholders to gather, analyse, and document business requirements.</li> <li>• Develop relationships with partners, working with them to ensure they understand our requirements, ultimately optimising and enhancing the success of our projects.</li> <li>• Ask the right questions and correctly understand the information received for an accurate analyse.</li> <li>• Present confidentially to stakeholders.</li> <li>• Communicate technical concepts to non-technical stakeholders.</li> </ul>
<b>Document and Analyse</b>	<ul style="list-style-type: none"> <li>• Trace business requirements to solution design</li> <li>• Investigate and document the root cause of the respective issues.</li> <li>• Conduct in-depth analysis of existing business processes, identifying areas for improvement and optimisation.</li> <li>• Prepare requirements documentation for technical teams to build design documents from.</li> <li>• Analyse and understand problems to find solutions.</li> <li>• Maintain comprehensive documentation on business processes</li> <li>• Think creatively and work collaboratively with teams to solve business challenges.</li> <li>• Translate business requirements into clear and concise functional specifications.</li> <li>• Create detailed documentation including business requirements, process flows, use cases, and user stories.</li> <li>• Monitor project progress and identify potential risks or deviations from the plan.</li> </ul>
<b>Enable business growth and efficiency</b>	<ul style="list-style-type: none"> <li>• Identify opportunities for additional value-added services to drive business growth.</li> <li>• Stay abreast of industry trends, emerging technologies, and best practices in logistics management.</li> <li>• Drive continuous improvement initiatives within the team and across the business.</li> <li>• Proactively identify opportunities to optimize processes, enhance efficiency, and increase the value of our technology investment to the business.</li> <li>• Ensure that proposed solutions align with the organisations strategic goals and technological capabilities</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Work closely with development teams (internal and external) to ensure the successful fulfillment of business requirements.</li></ul> |
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Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

## HOW YOU'LL BE DOING IT

### Qualifications and / or Experience

- Preferred MBA or relevant Master's degree - Bachelor's degree in Business Administration, Management, Information Technology or related field.
- Minimum of 8 years of hands-on experience as a Business Analyst or in a related role

### Experience and Skills

- Demonstrable ability to transfer business requirements into functional specifications.
- Proven track record of successfully delivering business requirements.
- Excellent analytical skills with strong attention to detail; excellent verbal and written communication skills in English.
- Excellent presentation skills
- Fluency in multiple languages
- Hands-on experience and knowledge of overseas markets and business customs
- Experience in extensive documentation of business requirements and business process mapping
- Extensive experience in understanding a variety of complex business use cases in large enterprise environments.
- Ability to synthesise and analyse of complex business problems.
- Ability to work independently as well as collaborate effectively in a team environment.

# Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

