Job Title:	Business Analyst
Reporting to:	Head of IT
Hours:	Full Time
Location:	Bromley

The Role

The IT department is responsible for the Firm's IT infrastructure, systems and cyber security (amongst other things) to ensure that the Firm operates a best practice environment to support an exemplary and regulated service for our clients alongside protecting the firm potential cyber threats.

The Firm has an ambitious strategy so it is essential that we streamline and improve processes, workflows and systems to achieve our goals.

We are therefore creating a new role of Business Analyst within the IT department. The ideal candidate will be highly analytical and detail-orientated along with possessing strong problem-solving skills, excellent communication abilities, and a keen understanding of business processes. The Business Analyst will play a crucial role in analysing data, identifying trends, and providing actionable insights to drive strategic decision-making within the organisation.

A professional approach along with excellent communication skills will be essential to understand and communicate with the stakeholders.

Previous experience and understanding of the role in the legal sector or similar regulated professional services firm is an advantage.

The main duties include but are not limited to:

- Data Analysis: Utilise various analytical tools and techniques to analyse large datasets and extract meaningful insights. Interpret data trends, identify patterns, and provide actionable recommendations to improve business performance.
- Requirements Gathering: Collaborate with stakeholders to gather and document business requirements for new projects or initiatives. Conduct interviews, workshops and surveys to understand stakeholder needs and translate them into functional specifications and conduct UAT test scripting when needed.
- Process Improvement: Identify opportunities for process improvement and optimisation across departments. Work closely with cross-functional teams to streamline workflows, eliminate inefficiencies, and enhance overall productivity.
- Report Generation: Scope reports and dashboards to track key performance indicators (KPIs) and monitor business metrics. Present findings and insights to stakeholders in a clear and concise manner.
- Business Strategy: Assist in the development of strategic plans and initiatives by providing data-driven insights and recommendations. Collaborate with senior management to align business objectives and drive organisational growth.
- Risk Assessment: Assess potential risks and challenges associated with proposed projects or business decisions. Develop risk mitigation strategies and contingency plans to ensure successful implementation and minimise negative impacts.

- Stakeholder Management: Build and maintain strong relationships with internal and external stakeholders. Act as a liaison between business units, IT teams, and other relevant parties to facilitate effective communication and collaboration.

Experience / Qualifications:

- 3+ years of experience in business analysis or related roles.
- Prince 2 Certified.
- Proficiency in data analysis tools such as Excel, SQL or Power BI.
- Strong analytical skills with the ability to interpret complex data sets and draw actionable insights.
- Excellent communication and presentation skills, with the ability to convey technical information to non-technical audiences.
- Proven track record of driving process improvements and delivering measurable results.
- Experience working in Agile or Scrum environments is a plus.
- Certification in Business Analysis (ISEB) is desirable but not required.

Personal attributes required in line with the firm's core competencies

The firm has a comprehensive set of core competencies that represent the behaviours we require from all staff within the firm. Incorporated within this framework are our core values of;

- Honesty and integrity
- Open to change
- Pursuit of excellence
- Support of others

The core values are central to the ethics of our firm and must be displayed to the highest level at all times. The individual core competencies for this role are aligned to those expected of Management Support in the core competency framework.

Normal working hours are 9am to 5.30pm. Staff will be expected to be flexible and to arrive earlier and stay later when the job or business requires. There may be an opportunity to work alternative hours upon request, dependant upon this meeting with the business needs.