Role Profile

Position Title	Analyst/Programmer
Role Holder	
Reports To	Manager – IT Development
FCA/PRA Approved Person Category(ies)	N/A
Date	November 2023

Overall role

- **To develop and maintain corporate IT systems and provide user support in core office hours for all corporate systems.**
- **Have an awareness of the Treating Customers Fairly ("TCF") and Conduct Risk strategies.**
- **Have an awareness of Data Protection legislation, including the Data Protection Act and the General Data Protection Regulations**

Key Responsibilities and Competencies

- **To develop and maintain corporate IT systems and provide user support in core office hours for all corporate systems.**
    - Ensure work is aligned with business strategy.
    - Manage conflicting priorities and multiple tasks.
    - Mentor and develop Associates, as requested, for the betterment of the individual and team.
    - Take ownership of assigned tasks prioritising successful delivery and attention to detail.
    - Assist with the analysis of business requirements
    - Assist with the design of appropriate solutions
    - Develop and test appropriate and maintainable software to a high technical standard ensuring that it meets the on-going business needs and conforms to the Data Policy (located on the Extranet) which outlines the RiverStone approach to data quality. E.g., Control over data interfaced and manually entered, data reconciliations, etc.
    - Quality control
        - When developing new, or modifying existing, code consider:
            - Code standards, best practice and maintainability
        - Design testing routines that will confirm that software meets business requirements and evidence quality control of developed software. Consider:
            - Unit Testing
            - Regression Testing
            - System Testing
            - Performance Testing
    - Deliver software with awareness of project deadlines.
    - Monitor systems as required.
    - Provide user support to agreed standards as required.
    - Adhere to the formal Change Request process.
    - Provide suitable documentation to enable handover of developed software.
    - Complete and provide status updates on allocated work.
    - Respond to ongoing business demands beyond daily working hours.

- o Run regular batch processes for maintenance and updating of insurance, financial and reporting systems as required.
  - o Liaise with outsourced IT suppliers as required.
  - o Keep abreast of changes in technology and recommending improvements to current systems and processes.

- **Have an awareness of the Treating Customers Fairly ("TCF") and Conduct Risk strategies.**

- **Have an awareness of Data Protection legislation, including the Data Protection Act and the General Data Protection Regulations**

- *On a temporary or permanent basis you may be required to undertake other duties in addition to, or in substitution of, those listed in this role profile.*

Direct Reports

None

Internal Relationships

All Departments

External Relationships

- Claremont (Out-source Oracle DBA & Change control)
- Northdoor (Out-source SQL Server DBA & Change control)
- Oracle
- Blue chip (Out-source Unix SA)
- Lloyd's
- Velonetic (DXC)

Authority to Act for the Company

None

Conduct Rules

The regulatory Conduct Rules set minimum standards of individual behaviour in financial services:
- You must act with integrity.
- You must act with due care, skill and diligence.
- You must be open and cooperative with the FCA, the PRA and other regulators.
- You must pay due regard to the interests of customers and treat them fairly.
- You must observe proper standards of market conduct where applicable.
- All Conduct Rules staff to 'act to deliver good outcomes for retail customers' where the activities of the firm fall within the scope of the Duty

Conduct Standards

All employees are expected to abide by the RiverStone Code of Conduct

Competence – Experience

- Educated to Degree level.

- 3+ years' experience as an Analyst Programmer in an Oracle environment
- Experience of the system development and full project lifecycle

Knowledge

Essential
- Detailed Oracle PL/SQL including packages, triggers, functions, views and materialized views.
- Data-modelling including use of primary keys and foreign keys.
- Understanding of the Oracle data dictionary tables
- Knowledge of the current corporate systems and business processes
- IT development methodologies (Agile, Waterfall, etc)

Desirable
- Oracle performance tuning
- Working knowledge of data warehousing techniques
- Project Management
- Risk Management
- London Market Insurance experience

Skills

- Technical skills
    - AIX
    - TOAD Software development tool
    - Oracle BI Publisher
    - MicroStrategy
    - PowerBuilder
- Planning and time management
    - Task estimation
    - Prioritisation
    - Delivering work to schedule
- Leadership
    - Ability to share technical experience and knowledge with other members of the development team.
    - Mentoring junior associates.
- Implementation of change into the production environment
- Strong awareness of scope
- Soft skills
    - Informed decision making
    - Flexible 'can do' team-focused approach.
    - Ability to take ownership.
    - Diligence and attention to detail.
    - Communication and presentation skills to both technical and non-technical audiences
    - Analytical mind-set
    - Relationship building
- Analysis and design
    - Ability to understand, analyse and identify a solution to a problem.
    - Ability to design and specify a solution design.
- Technical specification of small changes

Confirmed as an accurate description of the function

……………………………………………………………… Date   ……………………………..
Role Holder

……………………………………………………… Date   …………………………...
Manager