

Role Profile

Position Title	Senior Business Analyst
Role Holder	
Reports To	Associate Director – Business Process Optimisation
PRA/FCA Approved Person Category(ies)	No
Date	July 2024

Overall role

- **Complete assessments, validation and documentation of the Target Operating Model (TOM) for new acquisitions and change initiatives.**
- **Analyse and document end-to-end processes across Riverstone International's operational entities and work with business stakeholders to identify opportunities for process improvements.**
- **Assist in the delivery and achievement of Group Company goals by documenting and maintaining the end-to-end view of key processes which generate appropriate business insights.**
- **Contribute to the continuous improvement of business analysis processes and methods.**

Key Responsibilities and Competencies

- **Complete assessments, validation and documentation of the Target Operating Model (TOM) for new acquisitions and change initiatives.**
 - Work with business stakeholders to assess, validate and document the TOM for new acquisitions.
 - Gather and document requirements to support change initiatives.
 - Perform an impact analysis on any changes to the existing TOM for new acquisitions and change initiatives.
 - Validate that acquisition integration UAT activities align with the agreed TOM, through review of UAT test scripts and coverage, assisting the Project Manager and IT development team in identifying defects in UAT huddles.
 - Monitor that the agreed TOM is fit for purpose and operating effectively to ensure continuous improvement of the TOM process for new acquisitions and change initiatives.
 - Support in building a bank of standardised TOM templates to efficiently assess variances from the operating model as a result of change initiatives or new acquisitions.
- **Analyse and document end-to-end processes across RiverStone International's operational entities and work with business stakeholders to identify opportunities for process improvements.**
 - Support in the development of an end-to-end view of the operating model across the Group.
 - Conduct and document end-to-end process analysis and reviews.
 - Design processes including modifications which promote efficiencies and support a continuous improvement culture across all Group entities.

- Identify appropriate metrics at the start of any end-to-end process analysis to be able to track the value of improvements identified and implemented.
- **Assist in the delivery and achievement of Group Company goals by documenting and maintaining the end-to-end view of key processes which generate appropriate business insights.**
 - Support in the development and maintenance of a central repository of documentation outlining the Group operating model including end to end process maps for key value streams across the Group to enable business transformation.
 - Support in the development and monitoring of key performance indicators and metrics to drive areas of focus and provide business insights on process performance.
- **Contribute to the continuous improvement of business analysis processes and methods.**
 - Proactively identify opportunities to improve the process management framework including documentation and communication methods.
 - Support and provide guidance to less experienced team members through on the job coaching.
 - Ensure procedures and processes align to best practice.
- **Have an awareness of the Treating Customers Fairly (“TCF”) strategy**
- **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

- Senior Leadership and associates across all Group entities
- Business owners and stakeholders involved in project assignment(s)
- Office of the CEO associates
- Continuous Improvement (Operations) associates
- IT associates

External Relationships

External service providers and vendors.

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

- Proficiency in business analysis tools and techniques (e.g., BPMN, Visio).
- Proficiency in data analysis tools and techniques to extract and present insights (e.g., Excel, PowerPoint)
- At least 2 years' experience as a Senior Business Analyst in the insurance market.
- Experience in analysing, and documenting business requirements.
- Experience in leading workshops, meetings, and collaborative sessions.
- Experience in using root cause analysis tools to uncover underlying issues in processes.
- Experience in managing stakeholders.

Knowledge and Skills

- Strong verbal and written communication skills to convey complex information to both technical and non-technical stakeholders.
- Ability to analyse complex business problems, identify trends and develop insights to inform recommendations.
- Excellent understanding of insurance business operations and processes.
- Flexible, adaptable, and able to work under pressure.
- Excellent time and project management skills.

Confirmed as an accurate description of the function.

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Role Holder

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Date

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Manager

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Date