**Role Profile**

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| **Position Title** | IT Business Analyst |
| **Role Holder** |  |
| **Reports To** | Senior Manager – IT Development |
| **PRA/FCA Approved Person Category(ies)** | N/A |
| **Date** | August 2024 |

**Overall role**

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| Responsible for bridging the gap between business needs and IT solutions, ensuring that technology implementations align with business objectives and industry standards. The role involves analysing core processes, such as Underwriting, Claims, Reinsurance, Finance, and Actuarial, to identify areas for improvement and implement solutions that enhance operational efficiency and regulatory compliance.  Operate in a hybrid working model with a minimum of 3 days in the office plus travel between offices. Flexibility to work outside of core hours, particularly during regulatory deadlines of project peaks. |

**Key Responsibilities and Competencies**

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| 1. **Requirements gathering and Analysis:**   Collaborate with business stakeholders on all IT enhancement projects and data migration projects to develop comprehensive documentation, including business requirements, functional specifications, user stories, use cases, and process maps.   1. **Solution Design and Development Support:**   Work with IT teams to design and develop technology solutions. Ensure solutions meet industry standards, regulatory requirements (e.g., GDPR, Solvency II), and company policies. Provide support during the software development lifecycle by clarifying requirements, facilitating change requests, and managing stakeholder expectations.   1. **Testing and Quality Assurance:**   Create and execute test plans and cases. Coordinate user acceptance testing (UAT) with business users, ensuring all scenarios are covered. Identify and document defects, track their resolution, and ensure the final solution meets business and regulatory standards.   1. **Stakeholder Management and Communication:**   Act as the liaison between business units, IT, vendors, and external partners, fostering clear communication and understanding of project goals and deliverables. Conduct workshops, presentations, and training sessions, ensuring stakeholders are informed and engaged throughout the project lifecycle.   1. **Regulatory Compliance and Risk Management:**   Work closely with the risk management team to identify potential risks associated with IT projects and propose mitigation strategies. Keep up-to-date with industry trends, emerging technologies, and regulatory changes affecting the insurance sector.   1. **Continuous Improvement and Reporting:**   Provide insights and recommendations for process improvements, automation, and technology enhancements to optimize operations and reduce costs.   1. **Project Management Support:**   Support change management activities, including impact analysis, communication planning, and user training specific to insurance professionals. Monitor project progress, manage risks, and provide regular updates to stakeholders and leadership.   1. **Have an awareness of the Treating Customers Fairly (”TCF”) and Conduct Risk strategies** 2. **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**

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| None |

**Internal Relationships**

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| All Departments |

##### External Relationships

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| External partners, external consultants, suppliers |

##### Authority to Act for the Company

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| None |

##### Conduct Rules

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| 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

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

##### Competence - Desirable Experience

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| I**nsurance Industry Knowledge:**  Strong understanding of insurance processes, terminology, and regulatory requirements, including underwriting, claims management, policy administration, and actuarial principles.  **Analytical Skills:**  Strong analytical and problem-solving skills, with the ability to understand complex processes, data, and workflows.  **Communication Skills:**  Excellent communication skills, capable of translating technical information into language understood by all stakeholders.  **Technical Knowledge:**  Familiarity with insurance software applications and experience with data modelling, SQL, and business intelligence tools.  **Compliance Awareness:**  Deep knowledge of regulatory standards, such as Solvency II, GDPR, NAIC, and HIPAA.  **Project Management:**  Strong project management skills, with experience in managing IT projects, preferably within an Agile or Waterfall framework.  **Attention to Detail:**  High attention to detail, especially in areas related to compliance, risk management, and quality assurance. |

##### Knowledge

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| * London Market - Company and Lloyd’s * The operation of Underwriting, Reinsurance, Claims, Finance and Actuarial departments * Migration and integration (customers, people, products, process, systems and data) * IT development methodologies * Project management and risk management techniques * Software development tools used by the company * Industry products, innovations and best practices |

##### Skills

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| * Business case construction * Data analysis and modelling * Project Management * Implementation Management * Problem solving * Waterfall and Agile system development methodologies * Insurance Industry Knowledge * Analytical Skills * Communication Skills * Technical Knowledge * Compliance Awareness * Project Management * Attention to Detail |

Confirmed as an accurate description of the function

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Role Holder Date

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Manager Date