



LLOYDS BANK

BUSINESS ANALYST (ALL-ROUND)

Lloyds Bank GmbH - Amsterdam

Lloyds Bank GmbH is part of Lloyds Banking Group. With our offices in Berlin and Amsterdam, we form Lloyds Bank GmbH and have over 500 colleagues.

WHAT ARE WE LOOKING FOR?

We are looking for an all-round Business Analyst. As an all-round expert the BA will support the delivery of several changes by the Delivery (Feature) Teams across the bank. He/ she gathers and validates business needs and translates them into documented requirements. The BA also acts as a sparring partner of Product Owners, e.g. for definition and break-down of Initiatives / Epics. Furthermore, the BA collaborates with suppliers/ developers to perform analysis on system capabilities and creates gap analyses. For new Requests for Change (RfC's), the BA performs assessments to provide high-level impact estimations and potential solution scenario's. Close cooperation with the business, developers, suppliers and other stakeholders is key.

The Business Analyst will act both as an experienced all-round expert and coach for the Delivery (Feature) Teams and its BA members.

As coach, the BA supports the other BA colleagues within the NL Change department in growing towards a next maturity level. He/she does have a helicopter view and is eager to further shape the BA role position within our team.

The BA has extensive relevant experience within a BA role and, preferably, has knowledge of Mortgages and/or Personal Loans. The BA is capable and comfortable to contribute beyond the own realm of expertise, eager to learn new skills and embraces an agile way of working.

WHICH TEAM WILL YOU JOIN?

As a Business Analyst you are part of the Change Team NL. Our team consists of approximately 18 colleagues. The Change Team NL colleagues work in different roles, like Project managers, PMO, Quality Assurance/ Process Manager(s), Business Analysts and Scrum Masters. Chantal Engels is the Line Manager of this team. We support many changes across the organisation. On a daily basis we work in smaller Delivery (Feature) Teams together with colleagues from other departments. The Change team NL is part of the department Marketing & Business Development NL, led by Tom Starink.

WHO ARE YOU AND WHAT DO WE ASK FROM YOU?

- Collaborate with the business through elicitation sessions to ensure full understanding and appropriate documentation of business needs
- Translate business needs into concrete user stories, elaborate on them within refinement sessions and manage them throughout their lifecycle in JIRA
- Carry out impact assessments, create/ modify business process flows, perform process analyses to develop and validate solutions

- Deliver backlog items to expected quality, from creation and estimation until testing and implementation. This includes:
 - Identification of any issues that may affect delivery in advance and seeking solutions to rectify.
 - Take informed decisions required for delivery together with the team
- Supports the Product Owner with managing the backlog, e.g. the definition of epics/ user stories and clarification of detailed requirements with input from stakeholders
- Act as a BA role model, by demonstrating knowledge and insight into the BA role
- Facilitate BA's in their development as BA and in fulfilling their potential e.g. by using and sharing own experience and by providing constructive feedback
- Works closely with suppliers as well as colleagues in different locations
- Comfortable to support the teams by picking up tasks beyond the own realm of expertise
- Participate, when needed, in relevant Scrum ceremonies such as the Sprint planning, Daily stand ups, Refinement sessions, Sprint reviews and Retrospectives.
- Ensure adherence to development standards and processes within Lloyds Bank NL and Lloyds Banking Group
- Bachelor's or Master's degree in Business studies
- 5-10 years relevant work experience within BA role
- Experience working in the Dutch Financial Sector is a plus
- Analytical and structured with good attention to detail, whilst also capable of seeing the bigger picture
- Pro-active with strong analytical process-design and problem-solving skills
- Able to answer complex questions in a structured and clear way and then communicate to stakeholders/ suppliers
- Dynamic with ability to learn and use new skills and knowledge in varying circumstances
- Able to develop strong working relationships and work collaboratively within the team as well as across organizational levels
- Motivated to foster BA-colleagues in their role as BA
- Experience in mentoring and coaching, online and face to face, is a plus
- Familiar with putting Agile and/or Scrum principles into practice
- Knowledge of and experience with Mortgages and/or Personal Loans is a plus; from product features to key processes and main IT systems/ suppliers
- Relevant Business Analyst certifications such as ECBA, CCBA and CBAP are a plus
- Strong oral and written communication skills in Dutch and English
- Flexible, able to act in many and divers situations
- Problem solving skills, able to cope with resistance
- Conceptual thinking
- Result Oriented
- Pro-active attitude
- Team player, with the ability to connect with people
- Active stakeholder management



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WHAT'S IN IT FOR YOU?

On top of being part of a great group of colleagues we offer you;

- A compensation package in line with the market with excellent secondary employee benefits
- **13th MONTH** salary, either paid monthly or once a year in December
- A position for 32 to 40 hours a week
- We value your **WORK-LIFE** balance, so offer;
- Flexible working; you can schedule your work hours to meet your personal needs
- Hybrid working; you can work from anywhere, even work from another country within the EU
- And provide you with a home office set up
- **30 DAYS PTO** (or 240 hours) per year (based on fulltime employment)
- You can '**SWAP DAYS**' to exchange Dutch National Holidays for another day of your choosing
- Non-contributory **PENSION** scheme
- You can join our collective **MEDICAL** scheme with a discount
- To support our Green goals, we encourage you to purchase a bike via our **BIKE PLAN**
- We want you to be healthy, so support you in joining a gym of your choosing through our sponsored (bedrijfs-) **FITNESS**
- Get to know everyone in person and join the quarterly Connection **EVENTS**

Have we made you curious, and are you ready to join the team? Please introduce yourself to us in the best way possible and send this to: recruitment@lloydsbank.nl

A screening is part of the process. We hope to meet you soon!