

# BUSINESS ANALYST LFT

## Lloyds Bank GmbH - Amsterdam

Do you want to broaden your horizon and expand your experience? Do you want to learn from the international expertise of Lloyds Bank GmbH? Do you want to be part of our Change Team? And, are you a passionate and driven professional? Then we are looking for you!

### POSITION

This role is within the Change Team of Lloyds Bank in The Netherlands reporting to the Manager Change & Project Portfolio.

The Business Analyst supports in the delivery of change across Lloyds Bank NL and will be the key analyst within the Loans Feature Team. The Business Analyst gathers and validates business needs, documents requirements and supports testing and implementation. He/ she carries out in-depth evaluation and verification of system capabilities and acts as the intermediary between end-users and developers. To do so, close cooperation with the business, suppliers and other stakeholders is key.

Preferably, the BA has knowledge of Personal Loans; from product features to key processes and main IT systems/ suppliers. As part of a self-organising Feature Team 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.

### KEY RESPONSIBILITIES

- 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's sessions and manage them throughout their lifecycle
- Carry out impact assessments, create business process flows, perform process analysis 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, eg. the definition of epics/ user stories and clarification of detailed requirements with input from stakeholders.
- Work closely with suppliers as well as colleagues in different locations
- Comfortable to support the Feature Team by picking up tasks beyond the own realm of expertise
- Participate in all relevant Scrum ceremonies such as the Sprint planning, Daily stand ups, Refinement sessions, Sprint reviews and Retrospectives.

### KEY CAPABILITIES

- Bachelor's or Master's degree in Business studies
- > 2 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
- 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 Feature team as well as across organizational levels
- Able to answer complex questions in a structured and clear way and then communicate to stakeholders/ suppliers
- Familiar with putting Agile and/or Scrum principles into practice.
- Knowledge of and experience with 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 is a plus
- Strong oral and written communication skills in Dutch and English
- Comfortable with Microsoft Applications (eg. Excel, Powerpoint and Visio).

#### KEY COMPETENCIES

- Flexible, able to act in many and diverse situations
- Problem solving skills, able to cope with resistance
- Conceptual thinking
- Result Oriented
- Pro-active attitude
- Team player
- Active stakeholder management

#### WE OFFER

The position is for 40 hours per week, with a salary in line with the market and excellent secondary employee benefits. Do you recognise yourself in one or more of the areas above? Then we would like to meet you! Send your CV and motivation letter in English to: [recruitment@lloydsbank.nl](mailto:recruitment@lloydsbank.nl)