



# Business Analyst (M/V)

## Lloyds Bank, locatie Amsterdam

Lloyds Bank is onderdeel van Lloyds Banking Group, de grootste bankengroep van het Verenigd Koninkrijk. De Nederlandse vestiging, met ruim 110 medewerkers, is anders dan andere Nederlandse banken. Dat merk je aan onze eigenzinnige, gedurfde visie op de markt. Aan onze innovatieve producten en diensten. En natuurlijk aan de korte lijnen voor onze klanten. Lloyds Bank doet jaarlijks mee aan de Great Place To Work survey, waarbij we een plek op de lijst van 'Best Workplaces' verdienen!

Voor de afdeling Change, zijn we op zoek naar een Business Analyst. Gezien het internationale karakter van de organisatie hebben wij de functie omschrijving in het Engels opgesteld.

### POSITION

This role is within the Change Department of Lloyds Bank in The Netherlands.

Reporting to the Head of Products & Marketing/Change, this individual manages the scope, requirements analysis and business solution design for a small project or a component of a large project or workstream component (typically Silver CAT status). Typical business analysis activity includes planning, eliciting, analysing, defining, communicating and validating requirements for changes to structures, business operations and processes, product and service offerings, policies and information systems.

### KEY RESPONSIBILITIES

- Requirements Elicitation: Supports engagement with the business (e.g., through meetings and workshops) to understand and document business needs. Addresses ad hoc queries and emerging issues, with appropriate oversight.
- Requirements Development: Supports facilitation of business need workshops to analyse, define and prioritise requirements, validating outcomes with stakeholders to ensure understanding.
- Requirements Management: Assists with the production of business requirements catalogue and contributes to ongoing management of the requirements traceability matrix.
- Solution Assessment & Validation: Supports development and validation of solutions, assists with evaluating requirements to ensure alignment with as-is and to-be business models, prepares analysis, consolidates solution recommendations, colleague and customer impact and costs. Assists in the development and delivery of training and communications plans to support implementation.
- Consultancy Advice & Domain Knowledge: Develops a good awareness of individual business/ product areas analysing and documenting requirements using agreed methods, tools and quality standards to support ad hoc queries.
- Stakeholder Management: Develops and maintains effective working relations with appropriate colleagues in a business area, proactively answering queries on requirements and following up actions with stakeholders.
- Risk: Ensures timely and accurate delivery of all assigned business analysis project deliverables, identifying design risks and taking appropriate steps to escalate/mitigate

## KEY COMPETENCIES

- > 2 years' experience in the Dutch Mortgage Market;
- Bachelor Degree;
- Self-motivated and able to take the initiative;
- Experience in Business Analyses and Agile/Scrum is a must
- Collaborative way of working with the ability to challenge effectively;
- Good time management; track record of delivery against agreed plans/timescales and escalation of issues as required;
- Quality focus on work and deliverables;
- Excellent communication skills both verbal and in writing (Dutch and English) and ability to demonstrate these skills effectively across all levels of the organisation.
- Flexible, able to act in many and divers situations
- Problem solving skills, able to cope with resistance
- Drive/ Passionate about your job
- Autonomous, create your own job
- Analytical skills
- Conceptual thinking
- Result Oriented
- Pro-active attitude
- Team player
- Active stakeholder management
- Strong presentation skills
- Able to both participate in or manage projects
- Positively influence others by demonstrating core LBG values and behaviours.
- Implement agreed plans taking into account the business, customer advocacy and regulatory context.
- Act as a source of professional expertise and have principal accountability for the management and/or development of business processes or significant segment thereof.
- Develop, manage and implement robust processes aligned to business objectives.
- Identify and escalate operational risks.
- Support agreed change initiatives to deliver continuous improvement.
- Applies a unique combination of comprehensive knowledge of process, product and technical aspects of the mortgage chain
- Has the ability to take a helicopter view and is able to oversee the entire business and gather the maximum available information
- Is able to look ahead and see the end picture. Watches and analyses feedback from stakeholders

## WIJ OFFER

A fulltime role (40 hour) for 12 months with a salary in line with the market and excellent secondary employee benefits. Do you recognise yourself? Then we would like to meet you! Send your CV and motivation letter in English to: [recruitment@lloydsbank.nl](mailto:recruitment@lloydsbank.nl)