

Job description

Job title	Senior Business Analyst/Product Manager
Employment type	Full-Time Permanent
Reporting to	Business Analysis Team Leader
Working hours	9.30am – 5.30pm - Monday to Friday
Location	85 Gracechurch Street, London EC3V 0AA
Salary	£ Competitive
Bonus	Discretionary Bonus Plan

CFC Benefits include 25 days holiday, Private medical insurance (plus dental and Optical cashback benefit), Life insurance scheme, Income protection scheme, Pension plan, Season ticket loan, Subsidised gym membership, 24/7 employee assistance programme and dress down Fridays. CFC social events include summer party weekend, Halloween and Christmas parties.

About CFC

CFC is a specialist insurance provider and a pioneer in emerging risk. With a track record of disrupting inefficient insurance markets, CFC uses proprietary technology to deliver high-quality products to market faster than the competition while making it easier for brokers to do business. Our broad range of commercial insurance products are purpose-built for today's risks, and we aim to give our customers everything they need in one, easy-to-understand policy.

Headquartered in London, CFC serves more than 70,000 businesses in over 80 countries. We're privately held and growing faster than any of our competitors in the market.

Although insurance is a serious business, our culture isn't too corporate and we never take ourselves too seriously. We are 'one-team' and enjoy a culture of openness and encouragement. We invest heavily in the learning and development of our people and enjoy a fast-paced working atmosphere that is friendly, supportive, and fun.

Role definition

You will be part of the technology team, the engine room of the business, providing bespoke systems that give CFC its competitive advantage in this dynamic marketplace. You will be exposed to a range of different business projects and opportunities that will make a material impact on profitability and

efficiency in the business. Your role will be to take a broader business view and define solutions to business problems in features, epics and stories. The role also involves significant stakeholder management and the resolution of different viewpoints.

As one of our lead business analysts, you'll be responsible for contributing to the product vision and roadmap, gathering information from the business and defining improvements to processes, ensuring that solutions are designed and developed effectively and efficiently while also maintaining technical integrity.

You will help with the elaboration of epics, themes and features into user stories that are granular enough to be achieved in a single sprint. You will also break down epics into testable stories; collaborating directly with the development/QA teams and will participate in daily scrums, sprint planning meetings and sprint reviews and retrospectives.

You will work across all of CFC's current platforms – including our bespoke back-office system, online insurance trading platform and our new CRM system – as well as driving innovation by working on our new projects.

Ideally the successful candidate will have previous experience of working in a dynamic company within insurance and now be looking to take the next step in their career in an exciting, fast growing business.

Key responsibilities & Accountabilities

- Lead stakeholder meetings to gather and agree requirements
- Conduct robust analysis and documentation according to defined deadlines and quality requirements
- Understand the “why” of each epic and feature, focusing on solving our technology problems while always seeing the bigger picture;
- Be a true product owner, working with the team to develop refine and prioritise epics, features and user stories with a clear focus on maximizing business value.
- Own and maintain development team backlogs, and take part in daily stand ups, planning, retrospectives and demos
- Coordinate and take an active role in testing new and existing systems to ensure they meet agreed requirements;
- Work as part of development team to successfully deliver epics and features based on agreed metrics and KPI's;
- Work closely with the software developers and testers throughout the entire development process to ensure they are staying on the right track and getting the support they need;
- Mentor and support junior team members

Skills & Ability

- Experience interacting with business leaders and leading stakeholder meetings;
- Business/systems analysis, writing specifications (business scenarios, functional specifications, use cases) and supporting technical documentation for complex software systems;
- Strong analytical skills, creative problem solver;
- Ability to grasp complex design concepts and business scenarios;
- An excellent understanding of software development lifecycle;
- Exposure to software development would be preferable
- Ability to gather complex information from multiple sources and articulate it via verbal/written communication to engineering team via clear user stories with robust acceptance criteria;
- Excellent verbal and written communication skills;
- Ability to multitask and prioritise when working on multiple projects;
- Result-oriented self-motivated team player with a flexible attitude;
- Consistent and reliable under pressure with good sense of humour and the ability to have some fun!

Knowledge & Experience

- You are experienced senior business analyst with demonstrable experience within the insurance sector. Experience in an insurance brokerage is highly desirable
- You have worked on significant insurance focused projects and understand the processes of underwriting, claims and finance within insurance;
- You're ideally an Agile enthusiast and understand the benefits of TDD and BDD but also think about a broader business problem and propose the right business solution which may or may not involve the development team;
- Ability to articulate complex ideas, presentations and plans simply and with clarity at all levels across the organisation (e.g. from junior team members up to board level).

Education & qualifications

- Preferably educated to degree standard or other relevant certification
- Recognised Business Analysis or Agile Product Management qualifications desirable.

Our Core Values

Passion & perseverance

We're passionate about what we do and it shows.

Respect & humility

We treat everyone as we would want to be treated.

Intensity

We hold ourselves to the highest standards, always.

One team

We show up as one team to achieve outstanding results.

The information contained within this job description is not intended to be an all-inclusive list of the duties and responsibilities of the role. The role holder may be required to perform other related duties as assigned. CFC Underwriting Limited may at its discretion, assign or reassign duties and responsibilities as appropriate.

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