

Job title

Business Analyst

Location

Kings Hill, Kent

Department

Business Analysis

Who are RDT?

RDT is a focused and successful Agile software company. It has been working in the UK insurance market since 1991 and in this time, has been delivering highly innovative software and consulting solutions. RDT prides itself on being a disruptive force in the insurance market and has been at the forefront of many of the pivotal technology innovations. This is still true today as we continue to build industry changing products in our singular quest to Redefine Tomorrow. To find out more about us and what we do www.rdt.co.uk.

As part of RDT's ongoing commitment to hiring the best people for every vacancy we have, we recognise that sometimes we need to be flexible and consider the particular needs of each applicant. If you think your skills and experience might match this role but need to work in a particular way; different hours or more flexibly – don't not apply, give us a chance to see if we can match what you need before you count us out of your job search.

The Business Analyst role at RDT

The Business Analysis team is responsible for supporting the design and development of both custom and core product features. Business Analysts work with domain experts to solicit and identify business requirements, address usability concerns, and document solutions.

The Business Analyst is the clarifier of ambiguity between the Customer and Scrum Team, responsible for writing user stories and acceptance criteria to the level of granularity required by the team, in collaboration with the team. They are the domain expert on the team who understands the business problem/need, making sure what the team delivers is aligned to RDT company objectives and meets customer's needs.

What you'll be doing

- Take ownership of gathering and articulating user, business and technical requirements (both functional and non-functional), documenting accurately.
- Collaborate and interact with multi-disciplinary teams for initial feasibility study, solution design, and business justification so there is clear understanding of "what" change is being proposed and "why"
- Acquire in-depth knowledge of existing business processes and systems, documenting process models and task analysis, to identify areas for potential process improvement
- Build and maintain strong business relationships with all stakeholders
- Work closely with project and product management teams with the purpose of providing analysis updates, raising task blockers to facilitate business or technical decisions
- Assist with the estimation of new projects and or change requests
- Provide regular feedback on testing deliverables against user story acceptance criteria
- Peer review the output of other company functions as part of RDT's quality assurance processes e.g. training material, system documentation etc.
- Conduct meetings, hold workshops, presentations and demonstrate active listening

What we expect from you

Qualifications & Experience:

- Certified in a relevant discipline or qualified by experience
- Experience of the insurance industry, particularly of UK personal lines market & claims administration system experience
- Agile Methodology experience favourably regarded

Essential Skills:

- Proven experience in Business Analyst role within the insurance industry
- An awareness of business and data analysis tools and techniques such as: requirements elicitation, structured analysis and design, process mapping and component business modelling, business process re-engineering
- Good knowledge of project lifecycle and delivery in a technical environment
- Proven experience of working in Agile teams
- Good planning and organisational skills, able to juggle competing priorities and take an appropriate course of action
- High levels of resilience, able to take input and direction to run with a task
- Excellent time management & organisational skills
- Good attention to detail, with the ability to approach tasks & problems in a logical manner
- Natural problem solver who communicates effectively to all stakeholders
- Excellent numerical skills with high levels of accuracy

Desirable skills:

- Ability to assess risk/return - Strong analytical, conceptual and problem solving skills
- Good reasoning skills
- Previous experience working with web UIs
- Good working knowledge of APIs
- Excellent communication skills both written and verbal using a variety of methods
- Good knowledge of technical product management and development methodologies
- Experience of a variety of project management methods both iterative and waterfall
- Experience of developing and maintaining rating products
- Emotional intelligence and self-awareness
- Excellent interpersonal skills, effective negotiator
- Landscape experience

What's in it for you?

You will work with a strong team delivering high quality software products in a fast-paced environment. You will be working with sharp and innovative people who are dedicated, driven and more than happy to share their knowledge with you. You will be expected to be the best you can be and will be encouraged and supported to achieve this.

Apply now!