

CMC358 - Senior Business Analyst - Strategic Projects

Department: IT Development
Reporting to: Head of Business Analysis – Strategic Projects

Since launching in 1989, CMC Markets has become one of the world's leading online CFD and financial spread betting providers executing millions of retail customer trades annually across Europe, Asia Pacific and North America. CMC Markets' success is founded on its ability to deliver a wide range of trading products to customers through its in-house developed proprietary trading platform technology. CMC Markets has pioneered the development of online trading in markets around the world to become a leading spread betting and CFD provider.

CMC Markets employ over 200 dedicated technology staff including software developers, test analysts, technical business analysts, and support and infrastructure engineers. CMC invests heavily in its own infrastructure hosted within state-of-the-art data centres in the UK.

Our "Next Generation" trading platform is developed in-house within a highly collaborative team environment. Technology staff enjoy interacting directly with business teams in a fast-moving and innovative environment.

ROLE AND RESPONSIBILITIES

Strategic Projects

- Through a deep understanding of CMC Markets' products, customers, commercial and regulatory environment, help formulate new ideas that align with CMC's strategic objectives and articulate these to the strategic projects business analysis team for review, acceptance and prioritisation;
- Ensure projects have a high likelihood of success by driving strong collaboration across key business functions including Marketing, Product, Operations and Compliance;
- Work with business stakeholders to collate and obtain agreement on business process and requirements;
- Identify design and system options for deliverables, and provide recommendations on how best solutions can meet business requirements;
- Work with the strategic projects team to agree priorities and help secure allocation of required resources;
- Be "outward looking" leveraging an active interest in industry trends within the financial sector, customer experience and digital marketing areas to bring up to date ideas to the table.

"Hands-On"

- Work in a hands-on capacity on select projects that are part of an overall strategic programme, carrying out business analysis and acceptance testing to the highest standard;
- Create user stories to the highest standard and specification in an agreed format, which can be passed on to development and test teams;
- Provide demos and engage in knowledge sharing within the Strategic Projects team and wider teams where necessary;
- Produce mock-ups to the highest standard and work with development teams to come-up with solutions, which are both effective and achievable;

- Assist the Strategic Business Analysis team in documenting and maintaining analysis documentation and keeping it up-to-date;
- Provide support to other members of the Strategic Projects Business Analysis team and work together to achieve business objectives;
- Engage in regular communication within the team and where necessary within wider project teams;
- Keep the Head of Business Analysis aware of any escalations or issues as soon as they arise and seek assistance and guidance where necessary so that project risks can be mitigated as early as possible;
- Be actively involved in all aspects of a project lifecycle from inception to delivery and post-implementation review;
- Help provide oversight on all technical deliverables to ensure ultimate work output from all delivery teams is of the expected standard and suitable for customer delivery;
- Coordinate end user acceptance test across all CMC offices;
- Conduct and support user-training activities;
- Troubleshooting of issues including working with Level 1 + 2 support teams and business users where required.

General

- Maintain personal/professional development to meet the changing demands of the role, including all relevant regulatory and legislative training;
- When dealing with all customers, clients or colleagues ensure that we provide a clear, fair and consistent high quality service that presents a professional and positive image of CMC Markets;
- Take all reasonable steps to ensure appropriate confidentiality;
- Undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this role.

KEY SKILLS AND EXPERIENCE

Domain/ functional Knowledge

- Significant commercial experience working as a Business analyst within the financial sector is essential;
- Experience working with complex business and technical systems within an IT function is essential;
- Significant experience of business analysis in client onboarding, CRM and Sales area is highly desirable;
- Significant experience of business analysis involving improvement of end-to-end user journeys is highly desirable;
- Significant experience improving user experience and journey across multiple channels (desktop & mobile platforms, digital messaging etc.) is highly desirable;
- Some understanding of Retail Derivatives products such as Spread Betting and CFDs; or understanding of Financial Markets is beneficial.

Strategic Thinking

- The ability to step-away from implementation details and complexities and think strategically about goals and possibilities, coupled with the ability to work pragmatically within technical and resource constraints, is a critical skill to make the role a success.

Hand's On

- Ability to independently produce detailed business requirements, functional specifications and user stories to the highest standard is essential;
- Experience working with complex business and technical systems within an IT function is essential;
- Previous experience of working within agile software development teams is essential;
- Knowledge of up to date digital marketing and user experience concepts, particularly in the mobile space, is highly desirable but not essential;
- Experience working with complex business and technical systems within an IT function is essential;
- Good technical knowledge and understanding of integrated IT systems and software development life cycle is highly desirable;
- Experience carrying out QA testing or user acceptance testing is highly desirable but not essential;
- Good problem solving skills and ability to work at a fast pace under challenging deadlines;
- Proven experience of using story/bug tracking tools (e.g. Jira).

Communication Skills

- Strong ability to communicate through all levels of the project line and with senior stakeholders;
- Ability to build strong professional relationships across the business, to enable cross-functional collaboration;
- Ability to present new ideas and challenge existing processes where appropriate.

CMC Markets is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.

KEY OBJECTIVES/KPIS

- As per performance review.

COMPETENCIES

- Communication
- Team work
- Customer focus
- Resilience and adaptability
- Problem solving resilience and drive
- Communication and stakeholder management

The Company reserves the right to review, alter and amend job descriptions from time to time in line with business requirements.

Job holder name _____

Date: _____

Signature: _____