



Job Description

B4B Payments

Job Title: Senior Business Analyst

Location: London / Travel required / Hybrid

Term: Permanent / Contract / Full-time/ Part-time

About us

B4B Payments is part of the Banking Circle ecosystem, a 500+ person Payments Bank for financial institutions. We operate as an independent affiliate of Banking Circle and whilst we are separate companies, together we deliver an unrivalled scope of financial services and payments solutions for businesses.

About the role

The Senior Business Analyst will play a crucial role in our new expansion phase over the coming years. In this role you will work with various teams such as Compliance, Sales, Account Management and Customer Service within B4B to provide the “glue” for new business requirements and IT. It will require a deep understanding of business processes and how to design and optimise how our apps, IT infrastructure and business will work in harmony. We want someone who is pro-active, independent, a self-starter and who is ready to jump in and get things done and work alongside innovative teams.

Emphasis will be placed on building robust, well documented processes and procedures as this is critical to supporting our aggressive growth plans.

Responsibilities

- Analysing the structure of our business to determine how it operates and determine its objectives
- Gathering business requirements from all departments
- Documenting requirements for either IT or Scheme projects
- Being the point of contact between the IT and Project functions and the rest of the business.



- Preparing and delivering a report of your findings to leadership with comprehensive risk and impact assessments
- Developing comprehensive end-to-end (E2E) test cases in a User Acceptance Testing (UAT) Environment
- Overseeing the implementation of approved process improvements and (where appropriate) implementing in our CRM system.
- Carrying out training sessions and workshops to guide relevant teams
- Carrying out periodic quality checks

Requirement

- 5+ years in card payments and working with card schemes highly desirable
- Experience of reviewing and implementing new business processes
- IT literate and knowledge of one or more CRM systems an advantage
- You have excellent client facing communication skills
- Big picture thinking
- Project management skills and experience
- You speak and write English fluently.
- You are proficient in MS Excel, Word, PowerPoint and Outlook
- You are comfortable working across multiple countries and occasionally different time zones
- You have strong organizational and problem-solving skills
- Experience in working autonomously, taking the initiative and responsibility for your own work. Highly self-motivated and able to manage your own time effectively
- Ability to collaborate well with colleagues to truly understand business & user goals and come up with informed solutions
- Willingness to question and learn
- Attention to detail

What we offer:

- 28 Days Holiday (including bank holidays)
- Hybrid work - the ability to work from home and from our new offices
- An individually tailored personal development plan and ongoing training
- Cycle-to-work scheme
- Employee assistance programme
- Regular socials and relaxed working environment

Make a difference:

We're always on the look out for talented individuals to help take us further. It's important to us to hire the right people and work out a role that works.



- **Equality:** We strive to create a workplace that reflects the diverse communities we serve and where everyone feels empowered to bring their full, authentic selves to work.
- **Teamwork:** The strength of our team does not only lie in our combined experience and expertise but our ability to trust each other, no matter what. We understand that our best work is not produced by individuals but by enjoying collaboration as a team and supporting each other every day.
- **Quality:** We provide award-winning solutions and unsurpassed service that, together, deliver premium value to our customers.
- **Innovation:** Redefining the standard of excellence is in everything we do. Therefore, we are open to ideas that challenge the conventional views and drive innovation. The only constant in life is change and we believe that in order to stay relevant we must continuously improve and evolve with the changing needs of society.
- **Trust:** We strive to act in a manner that builds trust with our team, clients, business partners, and other stakeholders. We firmly believe that actions speak louder than words and transparency is key.