



Shepherds Friendly is a modern mutual society, offering a variety of adult and children's financial products and services such as ISAs, savings plans, life insurance and income protection. Located in south Manchester in the heart of Cheadle village, the Society has been providing financial security to members for almost 200 years.

Guided by our values of working together, doing the right thing, and making a difference, we are committed to delivering a service which helps our members plan their finances and secure their family's future. In a world of financial complexity, we believe in the power of simplicity.

We are current recruiting for Business Analyst within the IT Development department to join our team of talented individuals. **In this role you will be responsible for:**

- Defining and elicit requirements to support the achievement of the product vision, aligning with the Society's overall goals and long-term strategy.
- Working closely with cross-functional teams to support the development, enhancement, and optimisation of the Society's ongoing projects.
- Elicit and document detailed business requirements, ready to be translated into user stories, acceptance criteria, and workflows to support the Product Manager.
- Engaging with stakeholders from across the Society to understand operational challenges, manage expectations, and ensure that solutions meet business needs.
- Understanding colleague & member pain points and work to improve the overall user experience. Carry out user testing/observation and collect relevant feedback which will help to inform the product vision.
- Documentation and analysis of As-Is and To-Be business processes, in order to identify efficiencies and improvements.
- Supporting the Product Manager with delivery of high-quality software solutions. When required, participate in Agile ceremonies such as sprint planning, reviews, and retrospectives.
- Staying informed about Business Analysis best practice and positively contribute towards knowledge sharing with relevant colleagues.

We are looking for someone who has:

- Proven experience as a Business Analyst or similar role.
- Excellent problem-solving skills and attention to detail.
- Strong communication skills and the ability to translate technical jargon into user-friendly language.
- Enthusiastic and proactive – takes the initiative to offer ideas and seek improvements.
- Desire to continuously develop knowledge of the industry.

Most importantly, we offer:

- Salary: Competitive
- Flexible working hours with the option to work from home
- 25 days annual leave plus bank holidays
- An extra day off for your birthday
- Access to wellbeing support services through Nuffield Health and the National Bereavement Service, including access to 24/7 online GP, discounted gym membership, mental health support, free eye tests and flu vaccinations.
- Company benefits including life insurance, pension scheme, four paid well-being days, and various social and charitable events throughout the year including a volunteering day at a charity of your choice.
- Optional benefits including cycle to work scheme, holiday trading, etc.
- 4pm finish on Friday!

If you think this role would be a great fit for you, please submit your CV and cover letter now to careers@shepherdsfriendly.co.uk. For further information, please contact 0800526249.

Diversity and Inclusion

The Society strives to build and nurture an inclusive culture that encourages, supports and celebrates the diverse voices of our people to connect with our members and the communities we serve. We offer a range of family friendly, inclusive employment policies and practices, flexible working arrangements, employee engagement initiatives and office facilities and services to support people from different backgrounds.