



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 currently recruiting for a Business Improvements Business Analyst within the Change department to join our team of talented individuals.

In this role you will be responsible for:

- Defining and eliciting requirements to support the achievement of the change 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.
- Acting as the bridge between technical and delivery teams and business functions, converting strategic objectives into actionable requirements and user stories.
- Capturing and defining the business requirements for Business Improvements project activities, articulating features, functional requirements and technical and non-technical user stories. Working closely with developers and wider business teams.
- Leading workshops, requirements gathering sessions, shadowing sessions and small group interviews.
- Creating detailed documentation: process flows, business process model and notation, systems mapping, supporting documentation (Confluence) that articulates existing processes and their pain points.
- Creating detailed documentation (user stories, systems mapping, technical & functional requirements) that articulates what needs to be achieved by a change or new process.
- Participating in testing and collect relevant feedback to gain product/process approval and sign off.
- Working with Chief Change Officer, Product Manager and Project Managers to continuously improve planning, design, development and testing of project.
- Engaging with stakeholders from across the Society to understand operational challenges, manage expectations, and ensure that solutions meet business needs.
- 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.
- Comfortable operating in small, fast-moving teams.
- Desire to continuously develop knowledge of the industry.
- Comfortable using software development adjacent tools, namely Jira and Confluence.
- Experience of working within a Financial Services environment would be desirable.

Most importantly, we offer:

- Salary: Competitive
- Company Pension Scheme – 8% employer contribution
- 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 Health Assured including access to 24/7 online GP, discounted gym membership, mental health support, free eye tests and flu vaccinations.
- Company benefits including life insurance, healthcare cash plan, 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, Equality 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.