

Forward thinking
Straight talking



Business Analyst

JOB SPECIFICATION

Gateley /

POSITION:	Business Analyst
LOCATION:	Birmingham
CONTRACT TYPE:	Permanent

The *role*

The purpose of this role will be to provide business analysis and design for IT and business change projects. There will be a particular focus on delivering IT capabilities and projects that add value to Gateley and its client engagement. In addition, the role holder will provide support to the Support and Development teams in respect of managing small change on existing systems and processes.

Responsibilities will include:

- Managing stakeholders through the discovery phase to for requirements elicitation and capture for new projects and change requests to existing IT systems
- Supporting the project/change sponsor in writing clear requirements that can be easily translated into technical requirements
- Supporting test plan creation and execution as part of release management of change
- Creating documentation for bespoke applications
- Clearly articulating business requirements and business process flows for programmes of work
- Preparing business analysis documentation
- Liaising between business stakeholders, development team members, 3rd parties, clients and others as required to support delivery of IT solutions for the Gateley business.
- Communicating in language that is appropriate to the audience.
- To be aware of and comply with the company's policies and procedures

The above description is not an exhaustive list due to the nature of the role. Therefore, the job holder may be required from time to time to carry out other ad hoc tasks as requested, this is because we are relatively small team, which is collectively striving for excellence.

The *team*

Gateley Plc has a dynamic and collaborative IT department. We have grown our team to over 60 staff members in total across IT Service, Infrastructure, Architecture, Security, Change Management, Engineering, Innovation and Client Solutions.

The Solution Delivery team comprises Change Management, Engineering, and Innovation professionals. The majority of the team is based in our Birmingham city centre office.

The team is responsible for definition and delivery of transformational change across Gateley and IT system / processes improvements, as well as developing client-specific solutions, and managing integrations between systems.

The *person*

This opportunity would ideally suit an individual from a professional services background with experience of working with IT networking, Infrastructure and / or security teams. The successful candidate will be able to demonstrate the following:

- Excellent problem analysis, system design, troubleshooting and resolution skills.
- Project planning, estimation, requirements gathering, and business case writing.
- Excellent written and verbal communication skills.
- Demonstrable experience in delivering end to end Infrastructure, Networking, or IT Security projects.
- Requirements gathering.
- Ability to communicate complex technical concepts to stakeholders of varying degrees of technical understanding.
- Able to build trusted relationships with C-level stakeholders.

This job description is not an exhaustive list due to the requirements of the role. Therefore, the job holder may be required from time to time to carry out other ad hoc tasks as requested.

The *benefits*

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

We are *Gateley*

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe,

Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone and above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

Diversity, inclusion, and wellbeing

Diversity, inclusion and wellbeing is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture. Gateley's IT team have recently been awarded the Diversity and Inclusion Award at the 2023 British Legal Technology Awards showing both the team and wider business' commitment to Diversity and Inclusion.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

Additional Information

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.



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