



Advance Credit Union: Business Analyst

Full time (35 hours a week) six-month, fixed term contract: start date January 2024

Salary dependent on experience: circa £21k p.a.

Location: Advance Credit Union offices are located in Corporation Street, Birmingham city centre and in Erdington. The role can work flexibly across both offices.

To apply please provide your CV and a cover letter explaining your suitability for the role to va@advancecu.org.uk

Application deadline: 5pm December 1st 2023

Advance Credit Union: Graduate Business Analyst

Put your business insights to the test, helping unlock complex challenges and design solutions for tomorrow, serving our members across Birmingham. [Advance Credit Union](#), a financial not-for-profit cooperative, is currently going through a significant period of change in terms of project delivery pipeline and new ways of working and this is a great time to come aboard to help drive and shape our new world.

There are at least 17.5 million people across the UK in financially vulnerable circumstances, many of whom within the communities we serve in the Birmingham region, providing financial services for saving and ethical borrowing. The Business Analyst will be trusted to work closely with a wide range of colleagues and members to map how we work and provide solutions for improvement and innovation. Your expertise and skills will benefit how we work and directly impact the services we can offer to our members.

Your duties and responsibilities

As a Business Analyst you will be required to provide analysis and support specifically related to the processes we use to provide services to our members. You will have the responsibility to identify, capture and analyse user needs to identify potential gaps and make suggestions to improve processes.

The role of the business analyst is to review, analyse and evaluate Advance Credit Union business areas, user needs, business models, workflows and technological systems.

The aim of the role is to assess processes, articulate requirements, produce documentation and provide powerful insights to enable relevant stakeholders to make the right decisions.

- Determine project objectives by studying business functions; gathering information; evaluating output requirements, and GAP analysis
- Construct workflow charts and diagrams; studying system capabilities; writing specifications (BRD-Business Requirement Documents)
- Recommend controls by identifying problems; writing improved procedures.
- Prepare data reports by collecting, analysing, and summarising information and trends
- Perform daily, weekly, and monthly reviews and analyses of current processes using operational metrics and reports, identifying data collection points where appropriate
- Understand and communicate the financial and operational impact of any changes



- Suggest changes to senior management using analytics to support your recommendations. Actively participate in the implementation of approved changes
- Create informative, actionable, and repeatable reporting that highlights relevant business trends and opportunities for improvement

Knowledge / Experience

- Business-related field degree
- An interest in how projects are managed and delivered (any practical experience in this area will be beneficial to your application)
- Strong Communication skills both written and oral
- Willing to develop and learn new skills and methodologies (such as Agile)
- Good IT skills, use of Microsoft Applications – Excel, PPT, Word
- Strong numerical and analytical / problem-solving skills

Competencies

- Execution Excellence - Plans, executes and improves work processes to ensure achievement of business goals
- Drive for Results - Demonstrates and fosters a sense of urgency and strong commitment to achieving goals
- Business Acumen - Applies appropriate strategic logic to decisions and initiatives
- Teamwork & Collaboration - Fosters a sense of teamwork, leverages differences, and facilitates the effective interaction and contribution of others to achieve goals
- Developing & Managing Relationships - Develops and maintains constructive, open and honest relationships with others

What you will gain:

- Interesting and challenging projects to stretch your skills
- Support specifically tailored to develop you in the role
- Impactful work that makes a real difference in our communities

About Advance Credit Union

As a financial not-for-profit co-operative, Advance Credit Union is 'owned' by the 5,000 members who save and borrow with the credit union. Unlike a conventional bank, a Credit Union is run by the people who use it. All of our adult members can vote on key decisions at our Annual General Meeting or volunteer for one of our committees or board. Anyone who lives or works within a 'B' postcode including Birmingham and Solihull Borough can join.

The board of directors are unpaid volunteers and bring their skills and experience to the running of the credit union and ensure compliance with our statutory duties.

For informal discussions about this role please contact: va@advancecu.org.uk