

Business Analyst (Operations)

What's the role?

As a business analyst, you will be responsible for the design, build, test and support of automated claims processes for prospective and existing B2B clients, using a combination of our no-code/low-code tools as well as API integrations into 3rd party vendor solutions.

Who's the role for?

This is an excellent, entry-level, technical position aimed at candidates with some coding experience, but who want the flexibility to gain exposure to different areas of the business before specialising in a technical role that is aligned to either Sales, Product Development or Customer Success.

What could I be asked to design/build?

You will be working with B2B clients (e.g insurers, claims administration companies) and other team members to design digital processes that can settle an insurance claims in seconds, such as;

- Designing a highly engaging chatbot experience for customers to notify their insurer of a new claim.
- Running system checks/API calls to validate whether the customer has a valid policy or whether the customer's claim is covered by the policy.
- Connecting to 3rd party vendor plug-ins to understand the value of the claim, or validate that there is no suspicion of fraud, such as image deep-fakes or counterfeit documentation.
- Making secure, real-time payments

What's a day-in-the life of a Business Analyst look like?

Initially, you will be embedded with the Product Development Team to;

- Gain in-depth expertise on the apps and services that make up our no-code-/low code platform.

- Create and configure new platform accounts for B2B customers using our Administration App.
- Create and maintain process orchestration models, including events, workflow, task definitions, state diagrams, document templates and notification templates using our Design App and low-code middleware, [Corezoid](#).
- Build MVP (minimum viable products) from the above models, including API integrations to either our internal APIs, or external API services.
- Provide technical sales support for live product demonstrations, or creation of pre-recorded demo assets.
- Shadow front-end and back-end developers to develop an understanding of the code-base and assume responsibility for basic tasks.
- Document and test product features/customer builds.

What skills will I need?

Can you?

- Assimilate large amounts of complex information, and recall it when needed?
- Logically break down problems and diagnosing root-cause issues, in order of likelihood?
- Can you develop simple, robust solutions to a complex problem?
- Take personal responsibility for ensuring that tasks are completed on time, to the highest level of quality and within budget?
- Excel at technical tasks, but also display creativity for designing a highly engaging and life-like chatbot experience that anyone would love to use?
- Work under pressure to meet deadlines/customer expectations, with flexibility to work outside of normal working hours as required?
- Work independently or remotely, with little to minimal supervision?
- Build strong interpersonal relationships with all team members?

What benefits are available?

- Starting salaries from £28,500 plus pension and team bonus
- Training: Business Analyst apprenticeship
- Health & wellbeing: Cycle to Work, Oura Ring, Network Railcard, Pret Coffee Subscription
- Force for good: Carbon Positive Subscription, B Corp (Pending)