**Role**

In support of the Simply Zesty Bid process, the TBA will provide technical support for designing and articulating the proposed solution; working with the UX, Graphic Design, Innovation and Development teams to contribute to winning proposals.

**Skills**

* excellent interpersonal skills, with the ability to disseminate information to a range of audiences; both written and verbally. Being able to communicate technical information to business personnel and vice-versa is desirable.
* the ability to motivate others and lead change;
* the ability to work under pressure on multiple projects within sometimes challenging timeframes;
* a passion for creating solutions with a positive attitude to change;
* excellent analytical skills and an informed, evidence-based approach;
* a strong interest in business and business development;
* a good understanding of information technology;
* resourceful, finding innovative solutions to problems;
* enthusiastically creative with very strong persuasive writing skills, confident in articulating complex solutions, ideas and concepts for a non-technical audience;
* able to work autonomously but competent to revert for direction where required;
* works well in a team with a positive attitude to assisting wherever possible

**Responsibilities**

The responsibilities will include:

* preparing business requirements, documenting ‘As Is’ and ‘To Be’ processes and delivering process flows
* coordinating project input
* writing and designing process maps
* formally documenting functions
* writing process documentation
* communicating with internal colleagues and external customers to understand business needs;
* producing written documentation to support work, report on findings and present to stakeholders when necessary;
* supporting the ISO audit process.

**Person**

* Significant previous Business Analysis experience is essential
* Experience of Business Analysis or similar role in a corporate function
* Experience of working within complex IT project environments
* Technical knowledge of Business Analysis frameworks, business processes, business requirements and UAT methodologies
* Good knowledge of the MS Office Suite, specifically Word, Excel and PowerPoint
* Proven ability to integrate well into a team and build relationships with stakeholders
* Proven analytical mindset with an ability to develop solutions to technical problems.
* Develop software documentation and user training materials as required.
* Service Management & ITIL awareness.
* Working knowledge of industry standards in project management and development methodologies including PRINCE2, PMP, Lean, Kanban, Agile & Waterfall.

**Desirable**

* A degree in a Business, Marketing or IT subject or equivalent experience
* Commercially aware with an understanding of tender processes
* ISO audit and standards awareness
* Digital Agency experience, or experience within a web development based role
* Understanding of Web Analytics