

Position Description

Senior Technical Business Analyst & Business Process Documentation Specialist (Fixed Term)



The Cooperative Bank

Our purpose

Our long-term aspirations are to develop more long-term value-based relationships with our customers, and for our people to grow and develop so that they are better off working at the Co-operative.

Our values

Our values represent who we are, how we think, and how we behave to bring these to life every day. You'll demonstrate behaviours that define our core values and support an inclusive culture with a strong teamwork spirit.



About the team

The Core Replacement Team will be responsible for the implementation of the new core banking platform for The Co-operative Bank. The keys aspects of this will be.

- configuration of the banking products on the Core Platform.
- integration of our existing systems to the new platform.
- migration of our existing customers' accounts from our legacy platform.

The replacement of our core banking platform is a foundational component to the successful transformation of The Co-operative Bank.

Purpose of this position

The role is responsible for performing and owning the analysis of the existing product set within the legacy core system and the capabilities of our new core banking platform, including conducting detailed gap assessments to inform our product and transformation strategies. Your insights will play a crucial role in ensuring a seamless transition to the new platform while improving operational efficiency and customer experiences.

Position reports to: Manager Business Analyst Team

Challenges and opportunities of this role

- Closing gaps or inaccuracies in existing documentation and knowledge requires significant focus on validating accuracy of outputs.
- Documenting current business processes to identify any gaps or areas requiring improvement or change to work with the new core banking platform
- Identifying and ensuring that all relevant stakeholders have been consulted to understand current business processes given documentation may not exist, be out of date or not reflect the current processes.
 - Implementing robust change methods as re-engineered products and processes are likely to use technologies in different ways and/or change team responsibilities.

How you will contribute:

What you'll do	Success will mean
Business Process Documentation & Analysis	
<p>Develop understanding of bank and insurance products, customer processes and back-office processes.</p> <p>Elicit and validate problem statements, scope, requirements and stories.</p> <p>Demonstrate strong analytical skills in identifying current-state and providing effective solutions during the analysis phase.</p> <p>Map and document current-state and future-state business processes for product distribution and servicing.</p> <p>Using your experience and Design Thinking engage with stakeholders to identify process improvements that will enhance efficiency and customer experience.</p> <p>Develop clear, structured documentation (process maps, SOPs, user journeys) that can be used for training, compliance, and implementation.</p> <p>You will be responsible for ensuring business process documentation aligns with regulatory and compliance requirements in New Zealand's banking environment.</p>	<ul style="list-style-type: none"> • Comprehensive documentation of both current and future business processes are created. • Collaboration with stakeholders leads to the identification of key areas for improvement. • The documentation produced is clear, well-organized, and easily understandable. • Add value during scoping and conceptualisation of business and process design, by thinking commercially and strategically. • Ensure any supporting processes are agreed and integrated appropriately. • Apply a range of analysis and communication techniques to get shared understanding. • All business process documentation meets the regulatory and compliance standards specific to New Zealand's banking sector.
Core Banking Platform Gap Analysis	

What you'll do	Success will mean
<p>Build a deep understanding of the Bank's future desired product and process environment.</p> <p>You will lead the analysis of new core banking capabilities and compare them with the future product and process landscape and identify changes from our current processes and downstream systems</p> <p>Conduct and document gap assessments and identify risks, dependencies, and opportunities for product enhancements.</p> <p>Collaborate with technology and product teams to define adoptions to products or processes so that the core banking platform can be used without customisation - the exception being any regulatory compliance considerations</p> <p>Support the development of transition strategies to ensure minimal disruption to banking operations and customer experience.</p>	<ul style="list-style-type: none"> • A thorough analysis is conducted, highlighting the differences between new core banking capabilities and the future product/process landscape. • Comprehensive gap assessments are completed, identifying all significant risks, dependencies, and opportunities for enhancing products. • Effective collaboration with technology and product teams results in the identification and implementation of necessary adaptations to products or processes. • Well-developed transition strategies are in place, ensuring that changes to the banking platform are implemented smoothly with minimal disruption.
Stakeholder Management	
<p>Build and maintain strong relationships with project/programme teams and key stakeholders.</p> <p>Provide leadership, mentoring, and coaching to the business to ensure they are fully engaged with the Project.</p> <p>Regular meetings are held with clearly defined agendas.</p> <p>Refine, communicate and gain agreement from all stakeholders and understanding from development team in an iterative manner.</p>	<ul style="list-style-type: none"> • A high level of engagement and trust exists with stakeholders which is reflected in the resulting documentation • Effective leadership is demonstrated through the provision of clear guidance, support, and direction to the business. • Participants are well-prepared, and the meetings result in actionable outcomes and clear next steps.
Healthy and safe work environments	
<p>Follow all health and safety policies, standards, emergency procedures and plans.</p> <p>Participate in health and safety activities, training and meetings as required.</p>	<ul style="list-style-type: none"> • Having healthy and safe ways of working. • All workers feel empowered to and aware of opportunities to participate in health and safety activities.

What you'll do	Success will mean
Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement.	<ul style="list-style-type: none"> Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement.
Cease work if an unsafe situation arises and seek assistance.	<ul style="list-style-type: none"> Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.

Decision making and responsibilities

a) Decisions and/or financial accountabilities:

Decisions able to be made within delegated authorities: This may include Operational and Capital expenditure approvals within budget.

b) Actions and decisions that are recommended to a higher level of management for approval:

Expenditure in excess of delegated authority or decisions outside delegation and or policy.

Qualifications and experience

- 5-7 years of experience as a Technical Business Analyst in banking or financial services.
- Experience in gap analysis, requirements gathering, and business process reengineering.
- Experience with core banking systems and their impact on product distribution and servicing.
- Experience working with senior leadership teams and managing cross business stakeholder relationships.
- Knowledge of New Zealand's banking regulations and compliance considerations.
- Strong intellect, abstract thinking abilities and business experience – preferably in financial services
- Effective coaching and mentoring skills

Skills and attributes

Technical Skills

- Knowledge of financial and insurance industry products and processes
- Strong facilitation skills.
- Use of business process mapping tools e.g. Visio, Draw.io etc
- Proficient in Atlassian Suite – Confluence and JIRA – an advantage
- Proficient in Microsoft Office Suite including Word, Excel, Powerpoint, Visio and Teams
- Well established researching, analysis and interpretative skills, with excellent documentation skills
- Time management: ability to plan, multi-task, prioritise work autonomously

Conceptual Skills

- Problem identification and solving.
- Judgment and decision making.
- Conflict management and resolution.
- Resilient to uncertainty and ambiguity.
- Can think outside the box when problem solving
- Comfortable having difficult conversations and influencing others

Personality Attributes

- Passion for discovery and learning
- Persistence to investigate and validate when information or documentation is unavailable or inaccurate
- Ability to see the big picture
- Business savvy - being attuned to market conditions and return-on-investment
- Ability to engage with, and bridge the gap between, business and technical stakeholders
- Passion for creating good customer outcomes
- Creative thinker who is a champion of innovation.

Leadership Skills

You will be expected to demonstrate behaviours from our Leadership skills framework through your actions, the way you work and how you work with others.