

Sagacity

# Business Analyst

Location: UK

Role Type: Permanent - Full Time

Job Location: Hybrid Working - minimum of 2 days a week in our London office



## **Clever with data... combining data, insight, and action to drive value**

Sagacity are the data intelligence people. Our proposition is simple: we help consumer facing businesses increase customer engagement and make more money. How do we do it? We dig into the data businesses already have, and combine it with our data, insight, and action. Think of us as data co-pilots for sales, marketing, ops, billing, credit and debt - clients typically see 5x returns within the first few months.

Founded in 2005, we are a customer-centric business with a World Class +82 Net Promoter Score. We believe data should be at the heart of every company and while we are sector agnostic, primarily our clients are in the financial services, retail, energy, telecoms & media, water, and not for profit sectors.

We are a purpose led company and we believe that purpose comes before profit. We work as one team both with clients and internally, and are trusted to deliver quality in our standards and in achieving successful client outcomes. We are open, honest and communicate in a jargon-free, collaborative way, with all our teams being agile and curious, and continuously learning to achieve our purpose. We believe that if we achieve our purpose then everything else will follow



## Responsibilities

As a Business Analyst, you'll play a key role in understanding what our clients need for each project or change initiative. You'll work closely with the wider project team to make sure your deliverables are completed on time and aligned with what the client expects. This includes:

- Mapping the 'As Is' processes by interviewing SMEs, running workshops, and securing the necessary approvals
- Shaping the 'To Be' processes, again working with SMEs and stakeholders to design, document, and gain sign-off for the future-state operational processes
- Developing clear and complete Business Requirements, covering functional, non-functional and reporting needs
- Analysing requirements thoroughly, making sure business teams are properly engaged and that current processes and data sources are fully understood
- Acting as the central point of coordination for business analysis activities, working with clients, third-party suppliers, and technical teams
- Supporting the creation of operational processes and procedures, helping define how things should work in practice

## Requirements

At Sagacity, we're a team of 'doers'. We get things done and make a difference. The key competencies that we look for are:

**Communication:** Someone who can communicate clearly and confidently, both in writing and in person, comfortable working with subject matter experts in a professional, collaborative way.

**Analysis:** Sagacity is full of natural problem solvers. You should be able to build a solid understanding of the business and its processes through interviews, document reviews, workshops, process mapping (As-Is and To-Be), and MI analysis. Ultimately, you'll help us shape a clear picture of the challenge and what a good solution looks like.

**Leadership:** We're looking for someone who can positively influence stakeholders and help the business understand how proposed solutions will deliver real benefits and address the issues at hand.

**Teamwork:** You'll take part in daily huddles to keep everyone in the loop. We'd like someone who can share priorities openly, flag any issues early, and ask for Senior BA support when needed.

### Skills & Experience

- At least 3 years' experience as a Business Analyst (ideally within financial services, telecoms, or utilities)
- Hands-on experience with project and analysis techniques, including tools that support requirement gathering and documentation
- Great interpersonal and presentation skills, with the ability to adapt your style to your audience
- Comfortable working both independently and as part of a team
- Solid understanding of analyst frameworks, business processes, and requirements methodologies
- Strong skills in Microsoft Office, especially Word, Excel and PowerPoint
- Proven ability to build strong relationships with clients and integrate smoothly into different teams
- Willingness to travel nationwide to support client needs, including staying away from home when required



Success in any business is ultimately about its people; their skills, personality, attitude, qualities, dedication and enthusiasm. We recognise the value of our people and their commitment to working together to achieve successful outcomes.

## **At Sagacity, we:**

- believe working with our clients collaboratively delivers better results
- coach and mentor our clients' teams so our data and solutions live on after our assignment ends
- believe in delivering benefits as we go along

## **We achieve this through our core values:**

- One Team
- Quality Delivery
- Trusted
- Agile & Curious
- Open, Honest, Simple Communication

If you would like to join a unique working environment, with a sociable culture, where work is done a little bit differently – and we believe 'better' - then we look forward to hearing from you!