



JOB DESCRIPTION

Technical Business Analyst

Reports to: Product Owner

Team: Tech

Location: London

We are Circus Street.

Circus Street is the only specialist provider of online training in digital skills, specifically designed for global enterprises.

We know that digital skills are crucial in modernising enterprises, and we partner with clients to deliver learning linked to specific business goals: working together, this focused approach drives impressive business results.

Our exceptionally engaging training covers topics from eCommerce and data analytics to digital marketing to help teams understand how technology is changing the relationship between businesses and their customers. Alongside this, we have an award winning culture offering a range of personal benefits from creative leave days to our exceptional personalised wellness offering - but don't take our word for it! Check out our video here <https://vimeo.com/195957703>.

We work with more than 200 'Fortune 500' brands around the world, to populations ranging from 1,000-100,000+ users. Come and join us...

Job Purpose

As a Technical Business Analyst you will be collaborating with a variety of internal and external teams and writing detailed requirements documentation to support our software development. Your main focus will be to provide help building product backlogs for our three Agile teams that own the backend layer of the system. Given that this position is largely centred around

understanding data and reporting, we are looking for someone with structured business and data analysis skills, ideally with some Python knowledge.

Key Responsibilities

- Collaborate with Account Management and Data team, Tech as well as with Tech Product team to identify product and process improvements
- Elicit requirements from internal and external stakeholders using a range of methodologies and data modelling practises
- Understand and propose workable segmentation of requirements into MVP and continuous iterative improvements
- Capture Client and Learner Support requests for further investigation
- Produce written documentation identifying risks and dependencies early and proactively bring them to the leadership team's attention
- Ensure plans are made and processes are created to evaluate the impact of the changes made, including taking responsibility for overseeing and reporting on this evaluation
- Research and identify industry best practices related to business needs

The Circus Street Mindset

- **Empowerment** - Solving difficult challenges, embracing ownership.
- **Self-Awareness** - Making positive behavioural change, moving towards higher personal success.
- **Optimism** - The way in which we approach a challenge, determines the experience and outcome.

Education and Experience

- BCS Professional Level or higher or equivalent experience.
- 3+ years demonstrable experience in Business Analysis
- Familiarity with SQL, Python and modern business intelligence tools
- Ability to analyse business requirements and define solutions to address complex business needs
- Experience of communicating complex technical problems and business impact to a variety of levels across the business
- Track record of collaborating with internal stakeholders, the product and IT delivery teams to analyse user needs and functional requirements
- Exceptional communication, problem solving and analytical skills
- Confident working in a technical and software remit with an understanding of both business analysis and product management
- Experience working in an agile collaborative working environment (Scrum, Kanban)
- Ability to apply agile best practises to requirements gathering
- Ability to think strategically to develop and implement new concepts
- Experience working on rolling product development

- Strong judgment, issues management, and problem analysis techniques
- Strong presentation and facilitation skills
- Excellent time management and prioritisation skills
- Proven ability to work both independently and as a part of a team
- Demonstrated ability to balance priorities on simultaneous epics
- Capable of interacting with individuals at all organisational levels
- Business process mapping and optimisation
- Exceptional charismatic communicator

Desirable Knowledge and Experience

- Experience in SaaS Product development
- Exposure to DDD would be a big plus
- Passion for Edtech

Sounds great doesn't it? And in return we offer...

- Private Healthcare for everyone on joining
- Dedicated Wellness Manager to help you achieve an optimal state of health and wellbeing
- Competitive salary
- Working from home (subject to internal guidelines)
- 25 days annual leave per year with an additional duvet day - we know this year has been hard!
- 6 Personal Development Days per year
- 6 Volunteering Days per year
- 4 pm Friday finish
- Company Pension Scheme
- Diversity and Inclusion Committee: you can choose to attend events and learn about a range of topics from Faith, Gender Equality, Racial Equity, LGBTQIA+ and neurodiversity.
- Variety of clubs and activities (incl Run Club, Games Night and yoga to name a couple) -
- CS Benefit Hub. Access to a huge variety of retail and leisure discounts and Eyecare Voucher scheme
- Cycle to Work Scheme. Up to the value of £1,000 (available upon successful completion of probation period)

We're also proud to be recognised in 2021 as one of London's Top 50 Mid Sized Companies to work for. Get in touch to find out more.

