

## BUSINESS SYSTEMS PARTNER

Handelsbanken Wealth & Asset Management is a wholly-owned subsidiary of the Handelsbanken Group and is responsible for all wealth and investment management activities of the Group in the UK. Founded in Sweden, Handelsbanken is one of the world's strongest banks and offers local relationship banking, advice and investment management to personal and corporate customers through its fast-growing network across the UK. For over 30 years we have been relied on by our customers, including business leaders and sophisticated financial professionals, to advise them and to manage their wealth. We focus on one objective – customer satisfaction – since a satisfied customer will be happy to both return and to recommend us.

This is an opportunity to join a successful and fast-growing national organisation with the added benefit of being part of a significant multinational group.

Handelsbanken is deeply committed to embedding good equality and diversity practice into all of our activities. This is so that we are an inclusive, welcoming and inspiring place to work that encourages everyone to apply, regardless of socio-economic background, age, disability, pregnancy and/or parental status, race (including colour, nationality, and ethnic or national origin), veteran status, marital and civil partnership status, religion or belief, sex, gender reassignment or sexual orientation.

At Handelsbanken, we deeply value our unique culture and values including trust in and respect for each individual. We take pride in nurturing a work environment where people flourish, and where they are empowered to take decisions in their areas of expertise. We take a long term perspective in everything we do and want each employee who joins us to build a long terms successful career with the Bank.

Handelsbanken is offering a Hybrid Working Model. Our approach to hybrid working at Handelsbanken is that we spend the greater proportion of our working time at our workplace. Our remaining time may be worked from home. This approach allows us to embrace the many benefits of hybrid working whilst sustaining and developing our unique culture.

What is in it for you?

- We have a wide range of learning and development available, empowering and enabling our colleagues to take ownership of their own development.
- Competitive Salary and an extensive range of benefits is provided, including private medical insurance, income protection and life assurance
- A market-leading pension contribution of 15% paid by the bank, which can be invested in a wide range of funds (including ESG and Shariah funds)

We encourage and welcome applications from across the global community and all appointments are made solely on merit.

### Our Role

- The Change Management team supports the Wealth Management and Investment Management business in facilitating and managing business and IT change projects. These range from small scale amendments to existing systems and processes (change requests) through to large scale cross departmental projects.
- The role will partner with our Operations team and collaborate with system owners and IT to understand and analyse requirements, recommend efficiencies and drive implementation.
- The role is based in our Tunbridge Wells office in order to facilitate close collaboration between the Change Management and Operational teams.

## Main Responsibilities

- Identify business change needs and through business analysis techniques drive efficiency in the design and enhancement of processes.
- Utilise Handelsbanken change management procedures and methodology where appropriate to effectively implement business change. This will cover the production of appropriate project documentation and effective liaison with key stakeholders including project management and IT development teams.
- Coordinate, and oversee business user acceptance testing and documentation of procedures for new and updated systems/products/services.
- Support the business throughout the change implementation process, through clear communications, go-live planning, user training and benefit analysis follow up.
- Coordinate, and assist in, business testing, training and documenting the procedures for new systems/products/services or the development of existing.
- Work with system/product/service owners to develop and improve the client proposition; taking direct responsibility for ownership role(s) as appropriate over time.
- Ensure that streamlining/automation initiatives have agreed performance measures in place and are tracked throughout the change lifecycle with the appropriate business areas.

## Person Specification

### Experience:

- Candidates should demonstrate experience in a Business Analyst role within the Financial Services / Banking / Wealth Management sector with evidence of business change delivery, including changes to technology.
- An understanding of back office operational processes (Settlements, Dealing, Cash & Custody) and investment products is preferred.
- An understanding of client money rules (CASS) and regulatory requirements (MiFID II) is also advantageous.
- Demonstrable use of business analysis techniques including requirements gathering, user stories and process flows is essential.
- A relevant Business Analysis qualification is preferred although not essential if candidates can demonstrate a strong command of business analysis techniques and methodologies.

### Core Values:

- Is business-oriented and focuses on the customer.
- Takes a long-term approach.
- Has the courage to make decisions.
- Is innovative and proactive.
- Takes responsibility for his/her own development.
- Has high ethical and moral standards.
- Likes good administrative order.
- Collaborates with others to achieve joint goals.
- Contributes to the development of operations and colleagues.

## Contact

Please send your CV and covering letter to [careers.hwam@handelsbanken.co.uk](mailto:careers.hwam@handelsbanken.co.uk)