

About us: Zest Technology Ltd provides the technology of choice for many of the UK's leading Companies and Benefit Consultants, delivering ground breaking, flexible, device independent, secure software for employees to access and manage their pensions and other employee benefits. Our client base includes major household names such as Lloyds Bank, Hargreaves Lansdown, Aviva, LinkedIn and Unum, to name but a few.

Our flagship product for employee benefit communication is built using state of the art technology and Agile development practices. We are focused on delivering secure, high performing and fully scalable software. Our modern approach includes structured architecture design; product management; Agile software development; QA practices and project management.

We pride ourselves on having a highly skilled team of people who actively engage closely with our clients to ensure that we continue to understand their needs and offer the leading software for employee engagement. Our core values of Trusted, Collaborative and Exceptional run deep through our culture.

About the job: The Business analyst will support the Product managers and Head of product with ownership, design, development and delivery of new functionality within a market leading employee benefits platform.

The role involves understanding the requirements and priorities of the business and using our product (Aha) and development software (MS DevOps). They are responsible for ensuring Product Backlog items and Bugs going into development sprints meet the business requirements and are ready to be worked on and checking the output into the product meets the highest standards.

Reports to: Head of Product

Areas of Responsibility:

- Have a good understanding of the company strategy and roadmap so that they can prioritise their work appropriately.
- Participate and contribute to the product process through from idea to delivery.
 - Idea: contribute ideas for how to improve the product
 - Research & scope: assist with research into any ideas to develop the feature and contribute to the business case for why to develop it.
 - Requirements: work with internal and external stakeholders to reach a set of requirements and wireframes for development that will provide a useful, usable and viable output.
 - Prepare for development: write Epics, Features and PBIs and assist in refinement sessions to allow prioritisation and allocation of work to sprints.
 - Development: Liaise with the Solution Architect and development teams to answer detailed product questions that arise during the development of new functionality.
 - Release: Ensure there is information for internal and external users of the site. Create and maintain clear documentation, including release notes and help articles, and support training.
 - Evaluate and feedback: measure if the development had the desired effect and get feedback.
- Work with the Product manager to manage the backlog (Aha and DevOps) by creating a prioritized list
- Participate in the process to assess new ideas and bug triage process that get raised through feedback tool (Aha) and take ownership of enhancements and bugs.

Product Business Analyst

- Stay abreast of what is happening in the employee experience market and contribute to any market or competitor documentation.
- Contribute to defining and improving product management processes within the team.
- Be a Product evangelist and promote Zest within the company and externally.
- Maintain awareness of and comply with all legal requirements and company policies, including those relating to information security and data protection

Key Competencies and Skills required for the role:

Competency title	Brief description
Product Management	Ability to manage the design and development of a commercial SaaS based software product through the entire product lifecycle from strategy through to release.
Decision making: Creativity, Judgement, Initiative & Flexibility	Can think of the wider product picture and ask the 'why' question, when tackling problems and make decisions based on evidence and input from stakeholders. Can adapt approach for different stakeholders and when obstacles are encountered.
Liaise across teams and good communicator	Ability to work with multiple teams across the business, and drive outcomes to improve the product experience. Be able to communicate the why and how of the product across the business and externally.
Drive and Energy	Self-starter, able to work under their own initiative and achieve their objectives. Highly effective at completing work on time. Able to effectively estimate schedules. High levels of drive, energy, enthusiasm and integrity.
Values	Able to live and breathe the Zest Values of Exceptional, Collaborative, Trusted, Game Changers, focussed on an excellent client experience.

Experience/Skills Required:

- Minimum 1 year of product management experience delivering a SaaS based software product through the full product lifecycle
- Degree level or equivalent.
- Demonstrable experience of business analysis, documenting and delivering complex requirements.
- Ability to work in a fast paced Agile (DSDM & Scrum) environment.

Desirable Experience/Skills Required:

- Understanding of the employee engagement industry
- Experience of User Experience and User Interface design

Additional Information:

- Competitive Salary, with comprehensive range of Flexible Benefits
- Normal working hours 37.5 as per T&Cs
- Location: Leatherhead House, Station Road, Leatherhead, Surrey, KT22 7FG