



## ROLE PROFILE

Job Title:	<u>Senior Business Analyst</u>	Location:	<u>London</u>
Reports to:	<u>Associate Director, Business Analysis</u>	Division/Dept:	<u>Technology &amp; Transformation</u>

### About SEGRO

SEGRO is a leading owner, manager and developer of modern warehouses and light industrial property, with a portfolio comprising 10 million square metres of space, valued at £18 billion. Our assets are positioned strategically at locations in the UK, France, Germany, Italy, Poland, Spain, The Netherlands and the Czech Republic, and our customers include many of the biggest names in retailing and logistics, such as Amazon, Deutsche Post and Ocado.

For over 100 years SEGRO has been creating the space that enables extraordinary things to happen. From modern big box warehouses, used primarily for regional, national and international distribution hubs, to urban warehousing located close to major population centres and business districts, we provide high-quality assets that allow our customers to thrive.

We have strong plans for growth of our business over the next five years, with a clear objective of being the very best property company. We are making continued investment in improving our operational effectiveness, further enhancing our environmental and social commitments, and maintaining our position as being a great place to work for our staff.

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### About the SEGRO Transformation & Technology Department

SEGRO has a centralised Transformation & Technology team which is responsible for:

- Providing the data, apps and infrastructure which allow our staff and partners to perform their day jobs efficiently, effectively, and securely.
- Developing and operating the tools and systems which enable us to operate our business processes and to make informed investment and customer decisions.
- Supporting and leading business transformation and digitalisation activities, aimed at making our business ever more effective.

The Transformation & Technology team has around 30 staff and is supported by a variety of partners providing technology development, programme delivery, and operations. Within SEGRO's Transformation & Technology Department, this role sits in the Business Analysis team, but can be assigned to work on programmes across any areas within the department.

Because we are a small team, we expect all colleagues to be willing and able to pick up activities adjacent to their core skills and experience. Therefore, we welcome applications from candidates who may have a wider skillset, e.g. including operations, technical development or project delivery.

Within SEGRO, a Senior Business Analyst may be asked to take on small/medium projects, supporting the design authority team, and/or owning some operational technology processes and must be able to do so independently and be resilient to change and uncertainty.

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## Summary of the Role's Main Purpose

To ensure that business processes and technical and data solutions reflect business needs.

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## Principle Accountabilities

To support technology & data led change that enables the business by:

- Analysing and defining the scope and needs of new or changing technology systems, data, business processes and operating models, and communicating them as either requirements or user stories.
- Designing and documenting as-is and to-be business processes and operating models, including liaison with key stakeholders to define, review and agree them.
- Testing, validating and documenting development solutions.
- Supporting the management of projects, including acting as project manager for smaller activities.

To support the development and operation of the business analysis team, through:

- Supporting, and at times leading, the definition of best practices and ways of working
  - Supporting fellow business analysts working in other business areas
  - Reviewing and approving business architecture and process design proposals made to the Design Authority.
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## Core Areas of Knowledge, Skills & Experience

### Business analysis capabilities

Demonstrable experience working in business analysis, with experience across at least five of these areas:

- Requirements gathering
- Analysis and problem solving
- Solution design, documentation, testing and validation
- Solution performance monitoring and improvement recommendation
- Stakeholder management and communication
- Project management support

### Non-technical capabilities

- Able to communicate and negotiate technology and/or data subjects with both technical and non-technical audiences.
- Able to organise own time and tasks, to be effective at managing time across multiple concurrent activities, and to work with minimal supervision.

### Behaviours

Capable and keen to learn new subjects, to work flexibly within a small team, and to take on responsibilities outside of core areas of experience.

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## Desirable Skills & Experience

Note: none of these are critical as they can all be learned.

### Business analysis capabilities

- Experience with ITIL, Agile, DevOps, Jira, Confluence, Structure Document Management, or similar and BPMN notation or similar.
- Experience running operational business activities.
- Experience of managing projects, including planning, reporting and budget management.
- Experience of operating in agile and waterfall modes.
- Strong stakeholder management skills and experience with driving change and transformation.

### Non-technical capabilities

Working within real estate, property, investment, or related industries.

Working in an environment with low levels of business analysis maturity.

### Management capabilities

Working with third party consultancy and/or technology delivery partners.

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## Special Job Requirements

This is a full-time role, and we welcome applicants wishing to work either four or five days per week.

This role will be based in our Central London office, with an expectation of normally working in the office three day per week, but sometimes up to 4-5 days per week. Travel to other SEGRO and partner offices is expected, including within the EU, approximately once per quarter.

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Date of completion: 2<sup>nd</sup> October 2023

At SEGRO we want all of our people to be able to reach their full potential and thrive and we are committed to creating an inclusive environment for all employees, where everyone can be themselves, have access to fulfilling careers and opportunities, and feel supported.