

Portfolio of written tasks

MODULE TITLE: Employability and Career Development

MODULE CODE: LCLM4005

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Senior Business Analyst - JSM Implementation

Posted 6 days ago by Additional Resources



📍 Westminster

£ £450 - £600 per day

📄 Contract

⚡ Easy Apply



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An opportunity has arisen for a **Senior Business Analyst** to join a well-established biotech company using large-scale genetic data and AI to predict disease risk and advance precision healthcare.

As a **Senior Business Analyst**, you will support the implementation of Jira Service Management, ensuring workflows, processes and integrations are successfully delivered within a live operational environment.

This is a **6-month contract-based role** offering hybrid / remote working options, salary range of £450 - £600 per day and benefits.

You will be responsible for:

- Working closely with technical teams, implementation specialists and business stakeholders to deliver Jira Service Management solutions.
- Leading Business Analysis activities throughout the implementation phase, including workflow design, process documentation and delivery support.
- Supporting the transition of an Access Governance function onto Jira Service Management using established workflows and operational processes.
- Creating and maintaining process maps, workflow documentation, user stories, implementation tickets and acceptance criteria.
- Analyzing and supporting API integrations between Jira Service Management, HubSpot and other business systems.
- Ensuring solutions align with wider service management processes and technology environments.
- Supporting testing, validation and User Acceptance Testing (UAT) activities.
- Identifying delivery risks, dependencies and implementation considerations.
- Producing operational documentation, training materials and implementation resources to support adoption.

What we are looking for:

- Previously worked as a Business Analyst, Business Systems Analyst, Systems Analyst, Process Analyst or in a similar role
- Proven experience delivering Jira Service Management implementations.
- Strong Business Analysis experience within system implementation, digital transformation or operational change programmes.
- Experience working with HubSpot integrations.
- Previous involvement in projects that have progressed from discovery through to implementation and delivery.
- Strong skills in workflow design, process mapping and business documentation.
- Experience supporting system integrations, including API-related analysis.
- Knowledge of IT Service Management (ITSM) processes, workflow automation and service delivery models.
- Experience producing training materials, operational procedures and implementation documentation.

This is an excellent opportunity for a Business Analyst with Jira Service Management Implementation experience to join a high-profile transformation programme.

Important Information: We endeavour to process your personal data in a fair and transparent manner. In applying for this role, Additional Resources will be acting in your best interest and may contact you in relation to the role, either by email, phone, or text message. For more information see our Privacy Policy on our website. It is important you are aware of your individual rights and the provisions the company has put in place to protect your data. If you would like further information on the policy or GDPR please contact us.

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Senior Data Business Analyst

Posted 5 days ago by [JLR Search Ltd](#)



EC3A, Lime Street, Greater London

£30,000 - £50,000 per annum Bonus + Excellent Benefits

Permanent



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A leading London Market Insurance business currently going through a significant period of growth has an exciting opportunity for a Senior Data Business Analyst. Reporting to the Head of Data, this role will help shape and support strategic project, assisting the Head of Data in ownership and management of key areas of the data warehouse, whilst supporting existing BAU data needs.

Key Responsibilities

- Documenting, developing, and communicating data and MI processes and solutions, working closely with Underwriting, Finance, FP&A, and the business teams across the group.
- Leveraging the data and MI to provide proactive analysis to drive improvements in data integrity and enhanced business performance.
- Provide support to data focused projects throughout the business. Advising on data migrations, systems upgrades, and broader data solutions.
- Support existing BAU/MLO product group.
- Encouraged to develop knowledge and expertise in Modern Cloud Data Warehousing (Approaches / Architectures and Technologies).
- Work closely with the Business to ensure that business processes are well understood, and that associated data and reporting is documented and defined.
- Provide analysis of data related requirements and issues, with options and specifications to support resolution.
- Drive the business forward by providing insightful analysis identifying data and reporting anomalies for management attention.
- Responsible for working closely with the business to build strong relationships, building a deep understanding of the business, its data and data definitions, challenging this where required.
- Understand the drivers of business performance, identifying trends, areas of opportunity or remedial action and influencing the implementation of initiatives to address these.
- Be instrumental in the development of effective analytics tools and associated datasets in support of commentary and analysis requirements set out below.
- ensuring that all interactions and engagements are carried out with the highest ethical and professional standards and that all work is accomplished with quality and in accordance with companies values.
- Constant focus on proactively enhancing data, MI, and analytics to drive business performance.
- Carry out other reasonable tasks as required by line management.

Essential Skills / Experience

- Significant experience in providing high quality, insightful analysis to drive the business.
- **Significant experience in working with data across Underwriting, Claims, and Finance within the London Market.**
- Experience with SQL and related products.
- Understanding of data structures (multi-dimensional data models, Kimball methodology..etc) and experience of extracting and utilizing data to drive key strategic decisions.
- Microsoft Office products, including advanced Excel.
- Financial services background and experience/ knowledge of Specialty Insurance.

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Company: [JLR Search Ltd](#)

Job Type: Permanent

Contact name: [Login or Register to view](#)

Telephone: [Login or Register to view](#)

Contract Length: **6 Months +**

Job Reference: **SenDataBAPrm88**

Job ID: **225282887**

Task 1

Job 1 skills (Additional Resources company)	• Strong business analysis experience • Strong skills in workflow design, process mapping and business documentation. • Knowledge of IT service management processes • Experience producing training materials, operational procedures and implementation documentation.
Job 2 skills (JLR RESEARCH)	• Experience providing high quality, insightful analysis to drive the business • Significant experience in working with data across underwriting, claims and finance. • Understanding of data structures. • Knowledge utilizing Microsoft Office, including advanced excel. • Financial services background and experience.
Common skills and knowledge	• Strong business analysis and analytical skills. • Understanding of business processes and workflows. • Strong digital skills specially using Microsoft Office and excel. Ability to produce clear business documentation and report.

Analytical skills: Analytical skills are essential for daily life, but even more so in the world of finance. According to the World Economic Forum (2025), 69 percent of employers worldwide consider analytical thinking as a core skill for their workforce, with 7 out of 10 companies considering it an essential skill. As a data analyst, the primary function is to accurately analyse information to assist the company in decision-making and to provide detailed reports to stakeholders in order to help the business make better decisions. Analytical skills are indispensable for performing this job effectively. These skills involve identifying problems, gathering information, devising solutions, implementing those solutions, and reporting the results to stakeholders.

Data analysts typically work with databases; therefore, they need to know how to organize them and correctly interpret the information. This skill helps in identifying, evaluating, and thinking objectively; for instance, when analysing sales for a company, an analyst must focus on examining sales data to identify which products are selling well and which are not, thereby uncovering patterns and trends that can foster business growth.

Analytical skills include the ability to solve problems; when a company faces a difficult situation—such as a drop in sales—it is crucial for the analyst to investigate the underlying cause using available data and identify the specific issue. By focusing on this data, it is possible to pinpoint potential causes and recommend solutions, rather than simply speculating about the source of the problem without any supporting evidence. With this evidence and information, the business can make sound decisions regarding its financial development and operational efficiency, based on reliable data.

Another important reason is that a data analyst identifies inconsistencies and unusual errors reported in datasets. For example, if sales suddenly increase or decrease significantly, the analyst can determine the reason or check for a data error. Analytical thinking makes it possible to question unusual information and ensure that conclusions are accurate.

Analytical skills enable a data analyst to communicate important findings derived from complex information. The analyst needs to understand and interpret the data and explain the findings to decision-makers. This helps the company improve its performance, reduce costs, identify opportunities, and achieve its objectives.

Task 2

Strengths	Weaknesses
One of my strengths is attention to detail; I believe that details make a significant difference and can help uncover issues that aren't immediately apparent. As an observant person who focuses on the finer points, I enjoy analyzing situations and drawing conclusions. For instance, when I worked as a cloakroom attendant, I made sure customers' belongings were placed correctly in the trays to prevent mix-ups and ensure they were returned accurately. I also took great care of the items—which were often fragile—and kept the cloakroom organized and tidy; all of this helped me develop this skill. Critical thinking is one of my strengths, as I consider my options and make logical decisions rather than simply acting impulsively. This skill ensures that I have the information needed to support my arguments. For instance, while studying for my GCSEs, I decided to	One of my weaknesses is communication, as I find it difficult to express myself in another language, which tends to make me introverted. This affects me when it comes to sharing ideas; often, I have suggestions while working with others but choose not to voice them because I don't feel comfortable. That said, I have improved compared to the past and am still working on it—trying to participate when asked questions, practicing my English by speaking with others whenever possible, and taking online classes to improve. Overthinking is another one of my weaknesses; whenever I engage in any activity, my mind considers numerous possibilities. This can be exhausting at times because it causes me a great deal of stress. However, it also has its advantages, as I tend to consider alternatives in case something goes wrong, ensuring I am prepared with solutions.

switch classes because I felt I would learn more from a different teacher; their teaching style was more effective for my way of learning, which greatly helped me pass the exam.

On the other hand, I'm a person who adapts to the situation. I can change plans and find new alternatives without feeling overwhelmed. I usually have backup plans in case the first one doesn't work out; this helps me perform better. It has helped me handle problems and stay positive.

Opportunities

- First, I aim to complete a business degree—which I am currently pursuing—as it represents a great opportunity to build my career.
- I plan to develop data analysis skills by using various tools relevant to the role, such as SQL, Power BI, and Python.
- Gain work experience through part-time roles—such as an assistant position—which would help me learn to handle

Threats

Some threats would be the high competition in the data analyst field, and also that some candidates might have more experience than me. I will overcome this by developing new skills as well as improving the ones I already have, and by continuing to learn and update my knowledge of the applications used to perform the job, as well as gaining experience in different roles that will help me perform the job.

important documentation and develop the skills necessary to become a data analyst. • I also aim to enhance my qualifications by completing courses that expand my knowledge and add value to my skillset. • Improve my customer service skills such as communication, attention to detail, and problem solving to apply them in an office environment. • Develop confidence and leadership skills by taking on more responsibilities when working in teams, as well as by completing a leadership course. • Apply for entry-level positions with companies that offer training and career growth.	Economic changes could also pose a threat by reducing the number of jobs. This could make it more difficult to enter the labour market and find opportunities. To prepare for this threat, I will continue to train and gain knowledge across various industries so that I have more opportunities in different areas.
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Personal development plan

Goal 1: Improve communication

Based on my self-assessment I have identified communication is one and the most primarily weakness I have ever had, through my life is one weakness which does not leave me to express myself and most of the time even affecting my self confidence while speaking and expressing my self either in a normal conversation or on public, I know communication is one of the most required skill on a job if not the most important and want to become more confident when speaking English and sharing my ideas. The way I will improved and practice my communication skills are first of all, will practise speaking English regularly by communicating with colleagues, classmates and other people whenever possible. I will also participate more actively in group discussions and make an effort to share at least one idea or opinion during group activities. In addition, getting more vocabulary/ideas on online platform like, videos, extra english classes (if I can get more) and overall, using any resource to practice my communication skills.

Goal 2: Reduce overthinking

My second goal is to reduce overthinking and become more confident when making decisions. I often consider many possible outcomes before taking action the most outstanding are the bad possibilities outcome, which can cause unnecessary stress and delay my decisions and fear about what could happened or what people could even say about the decision taken. Although thinking about different possibilities can be useful, I need to learn when to stop analysing and take action.

To improve this area, I will set time limits when making decisions and focus on the most important information and based my action with backup on the information or as the occasion requires rather than considering every possible outcome. I will also reflect on my decisions afterwards to learn from my experiences instead of worrying about whether I made the perfect choice or not. All of this will help me improve and reach my full potential regarding my career goals.

Reference List

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