



Business Support Team Leader

Department: IT, Novia Global

Reports to: Director of IT and Business Management

Main Location: Flexi-working, office is located at Cambridge House, Henry Street, Bath

About Novia Global:

Novia Global launched in 2015 and provides a platform service for Advisers, Private Banks, Trust Companies and their clients.

We are completely independent with a focus on providing a service that delivers the opportunity for growth, control, flexibility and adding value.

Through the platform, we offer access to a Global Investment Account and an International Self Invested Personal Pension (SIPP) with underlying assets include investment funds, exchange traded funds and shares.

For more information about us, please visit <https://www.novia-global.com>

Job Summary/Purpose:

The business support team is a key part of Novia Global. We are a technology lead company and this team is one of the drivers behind our continued growth and success. With our commitment to innovation, it's our business support team who seek out, develop, and help implement strategic initiatives for improved efficiency and productivity as well as enhancing the proposition.

We're currently searching for an experienced business analyst/team leader to help guide our organization into the future and lead the team. From researching progressive systems solutions to evaluating their impact, our ideal candidate is a detailed planner, expert communicator, and top-notch analyst. They should be wholly committed to the discovery and development of innovative solutions in an ever-changing digital landscape as well as managing the small but growing team on a day to day basis including performance reviews and personal development.

Key Skills

Essential:

- > 5+ years of proven experience in an analytics and systems development capacity
- > High proficiency with SQL language and database management
- > Proven analytical abilities
- > Practical experience generating process documentation and reports
- > Excellent communicator with the ability to translate data into actionable insights
- > Experience in a management or supervisory role

Desirable:

- > Strong working knowledge of relevant Microsoft applications
- > Proven capabilities in project and user-testing management
- > Proven development of innovative and impactful systems solutions
- > Extensive experience with data visualisation
- > Highly proficient technical writing capabilities

Key Responsibilities:

- > Drive identification of requirements across business units and identify substandard systems and processes through evaluation of data
- > Work with developers to ensure enhancements are delivered on time
- > Manage the backlog of user stories
- > Serve as thought leader for technical business processes
- > Create and implement precise management plans for every project, with attention to transparent communication at all levels
- > Perform, evaluate, and communicate thorough quality assurance at every stage of systems development
- > Determine and develop user requirements for systems in production, to ensure maximum usability
- > Conduct meetings and presentations to share ideas and findings
- > Carry out regular 1-2-1's with the Business support team, identifying areas of development for the members of staff
- > Prioritise work and allocate resource to ensure the business objectives are met

Core Competencies:

- > **Motivating Others:** The willingness and ability to motivate and inspire others by means of appropriate challenges, empowerment, rewards and recognition
- > **Performance Focus:** Demonstrate energy and enthusiasm, takes ownership, delivers results and improves personal performance
- > **Expert Knowledge:** Consistent application of professional or specialist knowledge and skills; takes opportunities to contribute to policy and best practice
- > **Team Work:** Working successfully with others and building a network of good relationships in order to achieve shared goals
- > **Analytical:** Enjoy the investigating of complex system discrepancies and work towards long term solutions with internal and external parties
- > **Communication:** Communicate clearly and concisely, tailoring content and style, with ability to make a positive impression on others

Some of the benefits of working at Novia Global:

- > Competitive salary
- > 25 days holiday entitlement, with the option to purchase or sell up to 5 additional days per year
- > Discretionary bonus scheme
- > Office and remote working
- > Supported and encouraged professional growth and development
- > Regular social events
- > Flexible dress code
- > Private Medical Scheme
- > Income Protection Scheme
- > Group Contributory Pension Scheme (Employer 6% Employee 3%)
- > Technology and Cycle to Work Schemes
- > Internal Mentoring Scheme
- > Employee Assistance Programme (EAP)
- > Interest free season ticket loans for travel costs
- > Various corporate gym membership rates

To apply for this role, please email an up-to-date CV to HR@novia-global.com