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| **Job Title** | Business Analyst – ResourceLink Bespoke | **Job Family** | Engineering  |
| **Reports to** | David Montgomery, Senior Engineering Manager – ResourceLink Bespoke |
| **Location** | Bristol (Hybrid) | **Team Size** | N/A |

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| About the role: |
| This is an exciting opportunity for a skilled and proactive **Business Analyst** to join our established **ResourceLink Bespoke (Customer Innovation) engineering team**. In this role, you will be pivotal in bridging the gap between customer requirements and technical solutions. You will work closely with stakeholders to understand customer-specific needs and translate them into effective software solutions. With a strong background in **payroll systems** and **software development**, you will contribute to the successful delivery of bespoke solutions for our customers, ensuring that their needs are met with precision and efficiency. The ideal candidate will possess excellent communication skills and a deep understanding of both business processes and technical environments. |
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| **Role Accountabilities and Responsibilities:** |
| As a Business Analyst in the ResourceLink Bespoke (Customer Innovation) engineering team, you will be the key liaison between our clients and the engineering (development) teams. Your role will involve understanding the client’s business needs and translating them into clear, actionable technical solution. You will collaborate closely with both internal and external stakeholders to ensure that business processes and change requests are effectively managed, documented, and implemented, delivering tailored payroll solutions that meet client needs. By applying your strong analytical and communication skills, you will ensure that the solutions developed align with client expectations and business objectives.**In this role, your key responsibilities will be:*** **Engage with internal and external clients** to gather and document detailed business requirements for bespoke payroll requests on ResourceLink.
* **Analyse business processes** to identify areas for improvement and innovation.
* **Work closely with software engineering teams** to ensure accurate translation of business requirements into technical specifications.
* **Facilitate effective communication** between clients, business stakeholders, and engineering teams to ensure alignment and clarity.
* **Assist in the creation of detailed estimates** for each change request in collaboration with software engineering teams.
* **Develop and maintain comprehensive project documentation**, including requirements, user stories, and process flows.
* **Support the creation of test plans** and oversee user acceptance testing to confirm that solutions meet client expectations.
* **Ensure all change request tickets in ServiceNow** are up-to-date with detailed case notes from client meetings and discussions.
* **Process change requests systematically** and proactively communicate any scope changes to the engineering team lead.
* **Conduct solution walkthroughs, formal reviews, and training** for stakeholders and clients.
* **Foster feedback loops** by encouraging input from software engineers to refine requirements and suggest improvements.

**Essential Skills/Behaviours:*** **Excellent written and verbal communication skills**, with the ability to articulate solutions to diverse audiences, both technical and non-technical.
* **Ability to clearly communicate complex information** and tailor your message depending on the audience.
* **Strong self-management skills**, with the ability to work effectively with minimal supervision.
* **Collaborative team player** who thrives in a cooperative, team-driven environment.
* **Ability to work efficiently under pressure**, meeting deadlines without compromising quality.
* **High attention to detail**, ensuring accuracy in documentation and deliverables.
* **Excellent multitasking abilities**, with the capability to manage multiple tasks simultaneously and adapt priorities as needed.
* **Proactive in escalating issues** to the engineering team lead to ensure swift resolution.
* **Outstanding work ethic** and a strong commitment to delivering high-quality results, consistently going above and beyond.
* **Experience working within Agile and Waterfall methodologies**, with a solid understanding of both approaches.
* **Strong understanding of database design principles**, with the ability to apply them to practical solutions.

**Critical Competencies:*** **Proven experience as a Business Analyst**, preferably with a focus on payroll software solutions.
* **Strong analytical and problem-solving skills**, with a demonstrated ability to develop customer-centric solutions.
* **Exceptional communication and interpersonal skills**, with a proven ability to build and maintain strong client relationships.
* **Hands-on experience with ResourceLink payroll software** is highly desirable.

**Why Join Us?**This is an exciting opportunity for a Business Analyst to join a supportive environment where career growth is a priority. You will have the chance to develop your career within software development, while working with a team passionate about technology. We encourage continual learning, so if you’re enthusiastic about advancing your skills and knowledge, this is the ideal role for you. |

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| About Zellis |
| **Zellis is the leading provider of payroll and HR solutions for the UK and Ireland.**Together with Benefex and Moorepay, we form the Zellis Group, serving a vast array of companies across every vertical and industry.**Zellis is the leading provider of payroll and HR solutions for the UK and Ireland.**Together with Benefex and Moorepay, we form the Zellis Group, serving a vast array of companies across every vertical and industry.**Our purpose** is to make people feel appreciated for the work they do – through precision, choice, and magic.We are Zellis Group. The UK and Ireland’s leading provider of pay, reward, analytics and people experiences.Zellis Group consists of three companies - Zellis, Moorepay and Benefex - who provide services to different customers and have the autonomy to design and deliver products to meet their unique needs. We are three distinct and successful businesses, but there is power as a group.Our overall purpose is to *power exceptional employee experiences so you and your people do better*.**Our history**We have over 50 years of heritage and industry experience – and we’ve been ahead of the curve throughout.More than half a century ago, we were founded as Peterborough Data Processing. Quite a lot has changed since then – not least our name.We were acquired by Northgate, becoming NorthgateArinso in 2007 and NGA Human Resources UK and Ireland in 2014, where we were joined by Moorepay. In 2018, the UK and Ireland division was sold to Bain Capital and now we operate as a standalone company.After acquiring Benefex, we’re now even better equipped to serve the complex needs of our customers.In September 2020 we launched Zellis HCM Cloud, the exciting next evolution of ResourceLink, our flagship payroll and HR solution. **We’re proud of our culture**At Zellis we work hard to create a culture where people want to join, belong to, and be part of a progressive organisation. We’re committed to recruiting and retaining a diverse and inclusive workforce that is representative of the customers we serve and the communities we operate in.**Our values,** which were defined with input from all of our 2,000 colleagues, are not empty words on a poster. They reflect who we are, and how we operate as a business A screenshot of a computer  Description automatically generated |