**Business Analyst – Global Change Delivery Europe**



Location: Kraków

Ref No: ChD/BA/03/2015

***Global Change Delivery (GCD)*** is a dedicated team that helps shape and implement strategic change for HSBC. Combining our change expertise and experience with our HSBC knowledge and network, we work hand in hand with our business and delivery partners across the world to deliver the important changes needed to achieve HSBC’s aim: to be the world’s leading international bank.

**Key Accountabilities:**

* Global Change Delivery Analysts are at the center of how GCD shapes, delivers and embeds change working with the business and our delivery partners. Responsible for supporting Requirements Management, Design, Change Management or Implementation Management activities,
* The job holder’s role is heavily business focused, it is not an IT role,
* The job holder work collaboratively with Business Analysts, Process and Business Consultants, delivery partners and subject matter experts in gathering, translating and clarifying requirements and defining design options,
* In systems related projects, the role holder will support IT Teams with the translation of business requirements and designs into more detailed functional requirements and designs, often representing the voice of the customer and business in these discussions,
* The Analyst will support Change Management activities such as early change planning and audience analysis; through to designing and delivering change interventions (e.g. communications, training, support, organization alignment); and tracking and taking actions on change readiness, adoption, and feedback,
* The Analyst will also support Implementation Management, including planning, controlling and reporting on implementation of the change ‘product’, focusing on accelerating benefits and minimizing risk during deployment. Implementation activities will also include managing implementation readiness and managing the early stages of implementation (e.g. pilot),
* In reengineering projects, they will support Process Consultants in analyzing and re-engineering world class business processes.

**Requirements:**

* Min. 3 years’ experience in gathering requirements, process re-engineering or conducting design activity required
* Experience in communicating effectively with a range of stakeholders,
* Fluent English language skills (fluency in any other language will be an advantage)
* Exposure to change implementation activity,
* Good verbal and written communication skills and experience in face-to-face presentation,
* Overall financial services industry knowledge with specific functional expertise is a plus
* ISEB Diploma in Business Analysis – Optional,
* Lean Six Sigma/ Green Belt – Optional

**We offer:**

* Stable job in professional team,
* Interesting path of career in an international organization,
* Consistent scope of responsibilities,
* Private health care, employees’ benefits.

To apply for this position please send your curriculum vitae and a cover letter in English**, including reference number** (**ChD/BA/03/2015**), **using email:**

[**hr.krakow.pl@hsbc.com**](mailto:hr.krakow.pl@hsbc.com)

We thank all interested candidates for their applications. We reserve the right to contact only selected candidates. Only those applications that include the candidate's consent to process personal data by HSBC Service Delivery (Polska) Sp. z o.o., in accordance with the Data Protection Act as of 29 August 1997 (Journal of Acts of 2002, No 101, pos. 926 with later amendments) will be considered.