

# VOLKSWAGEN FINANCIAL SERVICES

THE KEY TO MOBILITY

## **Vacancy: Business Process Analyst**

### **Background**

Volkswagen Financial Services AG is the largest automobile financial services provider in Europe. Our central task is to promote sales for the Volkswagen Group and its brands. The products and services of Volkswagen Bank GmbH and Volkswagen Financial Services range from the financing of new and used vehicles of all the Group's brands to dealer financing. A vacancy has now arisen for a Business Analyst in Volkswagen Financial Services Ireland. This role will report to the Head of IT

You will be responsible for the identification and delivery of requirements and processes as defined by multiple organisational teams to achieve continuous improvement, encourage innovation, make efficiencies and introduce new functionality.

### **Key Responsibilities**

- Facilitate the determination of business objectives and requirements from multiple stakeholders
- Document the business objectives to clearly define scope and benefits for the organisation
- Translate high-level business requirements into robust functional specifications that are supported by user story boards/use cases.
- Analyse and document business process flows so that robust and efficient To Be processes can be defined and implemented
- Work closely with project managers as a member of project teams as appropriate and ensure accurate estimation of effort and delivery of tasks as required.
- Manage the relationships with development teams on behalf of the business in order to ensure consistency of approach and clarity of delivery
- Drive value add activities in process improvement and project delivery, ensuring that the added value is calculated accurately and reported accordingly

# VOLKSWAGEN FINANCIAL SERVICES

THE KEY TO MOBILITY

## **Key Role Requirements**

- Third level qualification in either a Business or IT discipline
- Minimum 3 years' experience in a similar role.
- Proven facilitation skills
- Formalised training in Business Analysis or Lean Six Sigma desirable
- Experience in Agile teams an advantage
- Excellent organisational and administrative skills
- Detail oriented and proven problem solving skills
- Fluent English (written and spoken)

## **Individual Requirements**

- Excellent communication & interpersonal skills. Delivers communications that convey a clear understanding of the unique needs of different audiences
- Understand the commercial drivers and commercial impact of design decisions
- Be articulate and confident.
- Ability to quickly learn the organisation's systems and processes.
- Excellent knowledge of MS Office, MS Visio, MS Project and SharePoint skills.
- Ability to work on own initiative and as part of a team.
- Committed, enthusiastic and forward thinking
- Focused multi tasker with proven ability to manage multiple objectives.
- Willing to be flexible in terms of work responsibility and environments
- Focused on meeting agreed deadlines and milestones

## **Terms & Conditions**

This is a full time permanent position. Must have the ability, flexibility and willingness to travel as required. Flexibility to work outside core hours when required. A competitive remuneration package commensurate with experience and qualification level will be offered to the successful candidate.

## **How to Apply**

Please apply by emailing a CV and a short cover letter to [careersdublin@vwfs.com](mailto:careersdublin@vwfs.com)  
Closing date for all applicants is 16<sup>th</sup> October 2018