

## **Our client search 3 consultants; Claims Business/Process Analyst**

Context of the mission / Objective(s) of the job The department Business Solutions within Broker Channel and Non-Life developments conceives the most appropriate solutions to support business entities (marketing, sales, operations, ...)

The main activities of Business Solutions teams are : - Project management within business solutions and/or across the organization - Conception and mastering of solutions (ideation, requirements, ...) - Drive delivery of solutions implemented in IT department - Testing, Delivery and Support of solutions - Relation management within organization or external to organization The mission for Business/Process Analyst lies within the Claims Program Management division, looking for strong business analyst profiles to reinforce a strategic claims transformation program.

**Expected Start date: 01/07/2021 Duration: 12 months (Depending on project evolution, extension is possible). Contract or Freelance.**

### **Objective of the job**

Analysis of requirements & solutions based on inception input to Write feature & user story (= detailed requirements) in collaboration with Architects & developers

- o Challenge the requirements based on the limitation of the application (adopt vs adapt philosophy).
- o Steer to-be vision while understanding as-is process & pain points
- o Describe to-be process in BPMN & CMMN
- Support Delivery & Testing teams during implementation of the requirements
- Ensure deliverables are delivered on time and at the level of quality expected as per the quality assurance KPIs
- Be ready to work in a challenging environment where extra mile is sometimes needed during peak periods.

Perfect language knowledge of French, Dutch and English. German is a must!

You work in Brussels Centre and you hold a master diploma in IT/Actuary/Sciences/Economy

### **Required Knowledge and Experience**

Personal Skills (soft skills - intangible qualities or traits that enhance our interactions) Mandatory Years

- Quick learner
- Good interviewing & collaboration skills with all type of stakeholders (Operations, IT, Providers,...)
- Good communicator & driving style
- Well organised, with priority management
- Good analytic and critical mind, but staying client oriented
- Can organise own work and execute independently with regular reporting to direct manager Senior (5 y - 8 y)

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Business experience required (work experience) Mandatory Years • Good knowledge in Insurance Non-Life, Claims Management, Digital Mid-level (3 y - 7 y)

Technical experience required (hard skills related to physical or digital tools) Mandatory Years • Good knowledge of Microsoft Office Tools • Mastering of Visio or other BPM tools • Ability to understand & integrate Business Architecture & IT Concepts in analysis Senior (5 y - 8 y)

Preferable • Case Management Tool Functional experience required (job experience in particular industry and in particular function) Mandatory Years • Strong Business Analyse skills • BPMN & CMMN • Agile & PMI methodologies • Business Analyst role in large transformation project Senior (5 y - 8 y)