
JOB DESCRIPTION

Job Title: Analyst Manager- CAF Bank

Grade: E

Department: Bank Technology

Main purpose of job:

Mentoring, coaching and line managing the Bank Tech Analyst function, providing leadership and expertise to enable a culture of quality, assurance, collaboration and continuous improvement. The role is hands-on and works closely with colleagues, business stakeholders, delivery teams and third-party suppliers to elicit, document, validate and assure business, functional, non-functional and technical requirements, ensuring that delivered solutions are traceable to agreed outcomes, aligned to CAF Bank's technology architecture, and support CAF Bank's strategic and operational plans.

Responsible to: Head of Technology Portfolio Delivery – Bank

Budgetary responsibilities: No direct department budget responsibilities

Responsible for (staff/jobs): Line management of Bank Tech's Technical Analysts and Business Analysts

Key Job Responsibilities:

Leading the Bank Tech Analyst function and being responsible for the line management of the team. The Analyst Manager owns the quality, traceability and assurance of requirements and analysis artefacts across the delivery lifecycle and to:

- Lead, line manage, coach and develop the Bank Technology Analyst function, building capability, setting standards and driving continuous improvement.
- Manage and prioritise analyst demand across the technology portfolio, ensuring effective allocation of resources to meet business priorities.
- Define, maintain and continuously improve analysis standards, methodologies, templates and quality controls across the delivery lifecycle.
- Own the quality, completeness and traceability of requirements and analysis artefacts, ensuring alignment between business objectives, requirements, solution design, testing and delivery outcomes.
- Lead the elicitation, analysis, validation and communication of business, functional, non-functional, technical and data requirements.
- Develop and maintain an understanding of CAF Bank's technology architecture, standards and controls to assure solution alignment and compliance
- Provide assurance and challenge of internal and third-party delivery artefacts, ensuring compliance with CAF Bank standards, governance, architectural principles and regulatory requirements.
- Ensure delivered solutions remain aligned to agreed scope, business outcomes, operational readiness, data controls and the CAF Bank delivery lifecycle.

- Identify, manage and escalate analysis-related risks, issues, assumptions and dependencies through appropriate governance forums.
- Represent the Analyst function within delivery, portfolio and governance forums, providing expert analysis, assurance and recommendations to support decision-making.
- Create and maintain analysis documentation, knowledge repositories and traceability records to support effective change delivery and future reuse.
- Support post-delivery validation and benefits realisation activities to ensure solutions meet agreed business outcomes.
- Foster effective working relationships with business stakeholders, technology teams and third-party suppliers to support successful delivery.
- Support and embed the controlled adoption of AI and automation capabilities to improve analysis quality, efficiency and assurance, in line with CAF Bank governance and security requirements.
- Define and evolve the Analyst function roadmap, ensuring the capability continues to meet current and future organisational needs.
- Undertake additional duties as reasonably required by the organisation.

CAF Values and Behavioural Indicators

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: [CAF values and indicative behaviours](#) for the CAF Values and Behavioural Indicators.

Date: July 2026

PERSON SPECIFICATION

Job title: Analyst Manager

Date: July 2026

Attributes	Essential	Desirable	How Evidenced
Experience - Experience of leading, coaching and developing Business Analysts and/or Systems Analysts. - Experience of resource planning, capacity management and prioritisation across multiple initiatives. - Experience of defining and implementing analysis standards, templates and quality controls. - Experience of working within delivery governance frameworks and stage gate processes. - Experience of assuring and challenging third-party supplier deliverables, including requirements, solution designs and test evidence. - Experience of requirements traceability, acceptance criteria definition and alignment between requirements, testing and business outcomes. - Experience of data analysis, data quality, data migration and data control validation. - Experience of benefits realisation and post-implementation reviews. - Experience of working in a regulated environment.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓	EC EC EC EC EC EC EC EC EC
Qualifications Experience in customer / financial / accounting systems	✓		E
Specialist Skills/ Ability/Knowledge - Requirements traceability and lifecycle management. - Analysis assurance and quality review techniques. - Stakeholder management and facilitation. - Delivery governance and risk management - Business process modelling (BPMN/UML). - Data modelling, data quality and migration principles. - Supplier management and assurance. - Understanding of technology architecture, application landscapes and system integration principles - Knowledge of regulatory, security and data protection requirements relevant to technology change. - Awareness of AI and automation tools and their controlled use within governance and security frameworks.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓	EC EC EC EC EC EC EC EC EC EC
Communication - Strong written and verbal skills - Ability to influence and challenge constructively at all levels of the CAF Bank organisation and across partner supplier organisations - Ability to promote quality within IT and to the wider community	✓ ✓ ✓		EC EC EC

- Ability to present complex technical and business information clearly to both technical and non-technical audiences. - Ability to facilitate workshops, decision-making and stakeholder consensus.	✓		EC
	✓		EC
Personal Qualities - Gravitas / Credibility - Proactive and able to work with a high degree of autonomy. - Precise - Outcome and Delivery Focussed - Excellent analytical and problem-solving skills. - Attention to detail with a focus on quality and traceability. - Collaborative and relationship-focused	✓		EC
	✓		EC
	✓		EC
	✓		EC
	✓		EC
	✓		EC
	✓		EC
Prior to Appointment - Credit Check - Dow Jones Check - Basic DBS Check - Employment References - Medical Clearance - Right to Work in the UK - Credit Check	✓		R/E
	✓		R/E
	✓		R/E
	✓		R/E
	✓		R/E
	✓		R/E
	✓		R/E

✓ Tick either the Essential or Desirable column as appropriate for each attribute

† Insert the code from the key below for how you intend to assess this requirement e.g. at interview, via references etc.

Key

R = References, E = Evidence/Certificates, A = Application, C = Competency Interview, T = Testing/Assessment