
JOB DESCRIPTION

Job Title: Product Analyst – AI Enablement

Grade: C

Department: Caf Bank - Digital

Main purpose of job:

To enable faster and safer AI delivery by turning AI priorities into **clear, controlled, and measurable use cases**, with the artefacts needed for proportionate governance, delivery handover, and benefits realisation—supporting the enterprise-level AI capability and register so that AI can scale safely and consistently across CAF Bank.

Responsible to: AI and Automation Lead

Budgetary responsibilities: None directly. Supports value-for-money by ensuring use cases are evidence-led, scoped appropriately, and benefits are measurable and tracked.

Responsible for (staff/jobs): No direct reports. Matrix working with Operations process owners, Technology, Risk/Compliance and delivery partners.

Key Job Responsibilities:

1) Use case intake and shaping (portfolio level)

- Translate operational pain points into structured AI candidates with clear scope, objectives, constraints and dependencies.
- Facilitate AI discovery sessions with business areas to identify opportunities, pain points and high-value use cases aligned to strategic objectives.
- Assess process suitability and readiness for AI and automation, considering process stability, data availability, controls, risks and potential benefits.
- Create and maintain use case artefacts: process narrative, functional requirements, non-functional requirements (auditability, monitoring, rollback), and “human-in-the-loop” controls where appropriate.
- Ensure solutions are specified for scale, maintainability and BAU ownership (portfolio role sets direction; operational teams own once live)
- Apply process principles: problem before solution; evidence before investment; value before effort.

2) Specification and control-by-design

- Produce delivery-ready artefacts for AI use cases including process narrative, functional requirements, non-functional requirements (monitoring, rollback, auditability), and operational handover needs.

- Ensure solutions are designed for scale and re-use through consistent patterns and clear ownership definitions.

3) Governance readiness and proportional assurance

- Prepare concise governance papers and recommendations aligned to Lite / Standard / Strategic tiering and the proportional governance route.
- Support risk-aware documentation required for safe and explainable AI in a regulated environment (as directed by the AI and Automation Lead).

4) Register and benefit traceability

- Maintain and assure the completeness of AI register entries (use case, owner, benefit hypothesis, risk class, status, evidence).
- Define measurable benefit measures and support tracking/validation of realised outcomes post go-live.
- Ensure traceability from strategy outcomes (efficiency, cost-to-serve reduction, risk reduction) to delivered automations and measured benefit.

5) Delivery enablement and handover

- Work with business teams to break use cases into deliverable increments and ensure BAU readiness (monitoring, support model, rollback plan).
- Work with technical partners to enable wider AI skill set and adoption across the organisation.

6) Benefits measurement & continuous improvement (DIVA: Accelerate)

- Define benefit measures and track realised outcomes post-launch, ensuring value is validated and prevents regression to manual work.
- Support adoption enablement by producing simple “how it works” guidance and show-and-tell artefacts where needed.

7) AI Adoption, Enablement and Capability Building

- Act as a trusted advisor to business teams on the practical application of AI tools.
- Support colleagues in identifying and prioritising AI opportunities within their day-to-day work.
- Work with business leaders to embed AI into team processes and operating models.
- Gather user feedback and adoption metrics to continuously improve AI solutions.
- Promote responsible AI principles and ensure colleagues understand governance requirements.

Dated: September 2026

PERSON SPECIFICATION

Job title: Product Analyst – AI Enablement

Date: September 2026

Attributes	Essential	Desirable	How Evidenced
Experience - Experience translating business problems into structured requirements and delivery-ready artefacts. - Experience applying proportionate governance and producing evidence/decision artefacts for controlled change. - Experience working cross-functionally (Digital/Tech/Ops/Risk) in a regulated or controlled environment. - Experience working with Operations and Technology stakeholders to redesign processes and enable scalable change - Experience with workflow automation / low-code tools or AI-enabled initiatives (use case definition, controls, benefit tracking). - Proven track record of working with IT, Operations and Risk to deliver complex change.	✓ ✓ ✓	 ✓ ✓ ✓	EC EC EC
Qualifications - Degree or equivalent experience in Business Analysis, Digital, Technology, Information Systems or a related field - Relevant certifications desirable (e.g., Lean, Agile,)		✓ ✓	E E
Specialist Skills/ Ability/Knowledge - Strong requirements capability including control-by-design considerations (monitoring, rollback, audit trail) and clarity of ownership. - Data-literate with ability to interpret insight and translate into action - Strong grasp of change, risk and governance frameworks. - Strong stakeholder management skills. - Ability to interpret complex information and communicate clearly to non-technical audiences. - Strong business acumen with the ability to articulate value and risk in plain English. Ability to balance customer needs, business value and technical constraints - Ability to work in ambiguity, make evidence-based decisions and drive alignment across teams.	✓ ✓ ✓ ✓ ✓ ✓		EC EC EC EC EC EC
Communication - Good written and verbal skills - Develops relationships with client personnel that foster client ties	✓ ✓		EC EC

• Continually seeks opportunities to increase customer satisfaction & deepen client relationships	✓		EC
• Good facilitation and documentation experience	✓		EC
• Able to deliver informative and well organised presentations		✓	EC
• Ability to build and manage relationships with third party suppliers		✓	EC

Personal Qualities • Delivery-focused, organised, pragmatic, comfortable working at pace and juggling multiple priorities. • Self starter / high level of motivation • Precise • Tenacious • Comfortable with ambiguity and has a flexible approach	✓ ✓ ✓ ✓ ✓ ✓		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	✓ ✓ ✓ ✓ ✓ ✓		R/E

Key

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