
JOB DESCRIPTION

Job Title: Product Analyst – AI & Automation Enablement

Grade: C

Department: Caf Bank - Digital

Main purpose of job:

To enable faster and safer automation/AI delivery by turning automation and 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 Automation & AI capability and register so that automation/AI can scale safely and consistently across CAF Bank.

Responsible to: Chief Digital Officer (CDO)

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 automation/AI candidates with clear scope, objectives, constraints and dependencies.
- 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 automation/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 automation/AI in a regulated environment (as directed by the Automation & AI Lead).

4) Register and benefit traceability

- Maintain and assure the completeness of automation/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 delivery teams/partners to break use cases into deliverable increments and ensure BAU readiness (monitoring, support model, rollback plan).

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.

Dated: May 2026

PERSON SPECIFICATION

Job title: Automation and AI Lead

Date: March 2026

Attributes	Essential	Desirable	How Evidenced
Experience <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • Communication • Good written and verbal skills • Develops relationships with client personnel that foster client ties 	✓ ✓		EC EC

<ul style="list-style-type: none"> Continually seeks opportunities to increase customer satisfaction & deepen client relationships Good facilitation and documentation experience Able to deliver informative and well organised presentations Ability to build and manage relationships with third party suppliers 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> EC EC EC EC
Personal Qualities <ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 		<ul style="list-style-type: none"> EC EC EC EC EC EC
Prior to Appointment <ul style="list-style-type: none"> Credit Check Dow Jones Check Basic DBS Check Employment References Medical Clearance Right to Work in the UK 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 		<ul style="list-style-type: none"> R/E

Key

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