

Job Description

Position Title:	Strategic Business Analyst – Broking Operations
Reports to:	Director, Broking Operations
Location:	London / Hybrid

About BMS Group:

BMS is a dynamic, independent, global broker established in 1980, delivering specialist insurance, reinsurance, and capital markets advisory services. We are a global brand with offices located across the US, Canada, Latin America, Australia, Europe and Asia with both a strong, local focus and understanding of market needs.

Our teams are respected globally for their specialist market knowledge, intelligent analysis and insight. Our people strive to be 'the best in class' and with an innovative approach and their entrepreneurial thinking, our clients truly benefit from better solutions to policy development and placement.

Being independent makes a key difference to our clients, giving our brokers the freedom to deliver the best solutions, tailored to meet their business needs. Coupled with our collaborative team approach, single platform worldwide and renowned personal service, we are the independent broker of choice.

Summary of Position & Broking Operations:

The Strategic Business Analyst is a vital role within Broking Operations, and plays an integral part in supporting brokers, liaising with clients, and internal stakeholders such as Finance, IT and Data teams to facilitate smooth execution of planning and servicing of business. By maintaining accuracy, compliance, and operational efficiency, this role helps drive business success, enhance client relationships, and deliver high-quality outcomes.

The role involves assisting budget planning by serving as a key point of contact for Broking teams and Finance, ensuring smooth communication and support. Responsibilities include daily forecasting and reporting for the UK CEO, maintaining accurate financial data, and managing month-end processes, including accruals. Ongoing collaboration with business and Finance teams will ensure aligned reporting outcomes.

Reporting duties include analysing business trends and ensuring accurate client data reporting for performance purposes, alongside maintaining monthly performance tracking and client communication.

Key Responsibilities & Accountabilities:

Budgetary Planning, Forecasting & Reporting

- Serve as a key point of contact for broking teams and Finance to address any commercial queries or challenges related to budgetary planning, ensuring necessary support and guidance
- Update the revenue forecast on a daily basis for the UK CEO, ensuring accurate data capture from all teams
- Run and review daily reporting to update processed amounts are current, integrating team updates into the forecast.
- Month-end management ensuring the final numbers are in line with the forecast.
- Manage accruals for the month-end ensuring they are processed in a timely manner.

Central Operations Team Support

- Regular meetings with the processing team to monitor account processing, assess volume levels, and address any issues
- Liaison between Central Operations and Business Units, especially during month-end, to ensure seamless processing and accurate reporting, ensuring everything is processed on the books in line with the forecast figures

Stakeholder Management

- Ongoing and regular engagement with Broking leadership throughout the month for timely and accurate reporting
- Ongoing and regular engagement with the Finance team, specifically controllership, to maintain consistency and alignment of reporting
- Ad hoc engagement with UK leadership, specifically the UK CEO, to deliver performance reporting and reforecast data

Performance Reporting & Process Improvement

- Produce and provide insights on trends for new business, renewals, and year-over-year performance variance
- Ad hoc reporting requests for the UK CEO and various business units as required
- Liaise with the business units and the data team to ensure reporting of client data is up to date and correct.

Key Requirements and Skills:

- Experience of working in an insurance broker and specifically in technical and operational support to the front office and leadership
- Specific knowledge of broking teams' budgets, both preparation and monitoring thereafter from an operational perspective
- Experience working in a tactical environment with a view to developing longer term strategic solutions
- Familiarity with financial reporting terminologies, structures and the data required to populate them, as relates to insurance brokers
- Experience of broking system data set in a warehouse environment and how this translates into reports and dashboards

- Using and translating this data into meaningful messages to enhance the performance of the business
- Experience of bringing about change and replacing manual processes with technology led solutions
- Personable character who can engage well with broking teams and add value to their purpose
- A creative thinker who can build on pervious experiences to bring about positive change, and thrives on the completion and success of changed processes
- Ability to work well under pressure in a fast paced and dynamic environment
- Excellent organisational skills
- Bachelor's degree and relevant professional qualifications preferred