

Business Analyst (12 Month Fixed Term Contract)

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Company: Freshfields Bruckhaus Deringer

Location: Manchester

Category: computer-and-mathematical

Role summary/purpose of job

We are seeking an experienced Business Analyst to join our Global CRM (Client Relationship Management) team, to support delivery of a firm-wide business development transformation programme.

Working closely with the Senior Change Manager, the role holder will be responsible for understanding, defining, documenting and providing guidance on delivering solutions to embed best practices in business development and leverage the value of our CRM platform (Salesforce).

The ideal candidate will have good understanding of business development processes and activities. They will have excellent consultative, communication and technical skills, with the ability to operate credibly with stakeholders and work collaboratively with colleagues in Marketing & Business Development, IT and other specialist teams across our global firm.

About Marketing & Business Development (MBD)

MBD is a dynamic global team which includes business development specialists, research analysts, brand, marketing and communications experts. By working collaboratively, our team shapes the firm's client strategy, completes analysis of complex business issues, targets opportunities, develops compelling proposals and creates content and marketing campaigns that lead our digital presence. Together, we define the client experience and

shape the perception of Freshfields around the globe.

Key responsibilities

The Business Analyst will:

Gather and analyse information from subject matter experts in MBD and Partners

Document business requirements

Transform business requirements into functional configuration requirements, processes, workflows and acceptance criteria, working closely with the Salesforce Development team.

Maintain and ensure traceability between business needs, requirements, and the solution configuration

Support data mapping, migration and value analysis activities

Support business change, adoption, communications and training activities

Key requirements

Experience as a Business Analyst within a global organisation

Knowledge and experience in the legal, financial or professional services industries preferred

Entrepreneurial instincts with a clear bias for informed action and a track record of leading new initiatives with limited resources and support

Works across resources (people), projects, regions/time zones to assess and report on project status and project performance across all project workstreams

Assists in tracking and delivering on behavioural change programmes related to marketing technologies

Knowledge of law firm or professional services bid/pitch management or other sales processes

Experience working with cross-functional global teams

Experience conducting user interviews and facilitating workshops

Competencies

Ability to “hold the room” and lead among leaders, whilst considering the soft skills required to build trust

Ability to easily and effectively connect and relate to senior leadership and executives

Strong executive presence and demonstrated ability to build, extend and maintain senior executive relationships with executive steering committee members

Demonstrated ability to lead consulting teams comprised of senior level domain experts

Freshfields Overview

Freshfields Bruckhaus Deringer is a major international law firm, providing business law advice of the highest quality. We want to be the law firm that clients turn to for legal advice where it most matters, wherever in the world that may be. The Firm has over 2,400 lawyers in 28 offices around the world, providing a comprehensive service to national and multinational corporations, financial institutions, and governments.

Our people make our firm - we are a people business and want to create a welcoming and supportive environment where all can flourish. We see diversity as a strength which creates fresh perspectives and generates new ideas. We enjoy our work and are determined to do an outstanding job. We deliver best when working in teams. Our culture is a product of the combined mindsets and behaviours of our people which is through the Being Freshfields principles, outlined below:

we show respect to everyone

we are there for one another

we are open with each other

we are positive role models

We think and work globally - we do not just say we are one firm; we act like one firm right across the world. We work wherever our clients need us. This is how we define ourselves, not by reference to where we have offices. Cross-border work is not just what we do, it is what we excel at. We understand what it really takes to work across different legal systems and commercial environments and to bridge language and cultural gaps.

We aim to add value in everything we do - we are passionate about helping our clients succeed. We use our experience and creativity to help clients make judgements and

achieve their goals. In everything we do, we seek to make a real difference to the communities in which we operate.

Freshfields is committed to promoting equality and diversity and to developing a culture that values differences, recognising that employees from a variety of backgrounds make important and positive contributions to our business and how we service our clients.

Inclusion

Freshfields is an equal opportunities employer and all applications received by the firm will be considered based on their merit alone and we welcome applications from all suitably qualified individuals regardless of background. All offers of employment will be conditional on the candidate having/securing the right to work in the UK and providing the firm with evidence of that right (as required by the Immigration, Asylum and Nationality Act 2006) prior to employment commencing.

Freshfields is a Ban the Box employer. We ask applicants to disclose criminal convictions only when a conditional job offer is made. A conviction does not automatically lead to withdrawal of the offer: we make decisions on a case-by-case basis and take a number of factors into account (e.g. the role you are applying for and the circumstances of the offence). You would have the opportunity to discuss the matter with us before we make a decision.

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