

Janus Henderson Job Description

Title: Fund Operations Change Business Analyst
Department: Global Technology
Reporting Line: Head of EMEA Operations Change
Location: London
Revised Date: May 2019
Regulated Role: No
In-scope of Knowledge & Competence (MiFID II): No

The Company

Janus Henderson Investors is a leading independent global asset manager, dedicated to delivering the best outcomes for clients through a highly diversified range of actively-managed products.

We support our individual and institutional investors across a range of products, encompassing equities, fixed income, multi-asset and alternatives.

We are a team of independent and creative thinkers who work tirelessly to help our clients achieve their goals – and we do it by supporting a high-energy and collaborative culture that ensures our people love the place they work.

Janus Henderson is a truly global manager with US\$357.3bn¹ of assets under management. We have a diverse geographic footprint, employing over 2,000 staff in 27 office locations globally. Headquartered in London, we are dual-listed on the New York Stock Exchange and the Australian Securities Exchange.

¹Janus Henderson pro-forma AUM as at 31 March 2019

The Department

The IT department plays a crucial role in supporting the success of JHI. We are responsible for developing and implementing state-of-the-art software and processes to support our fund management, trading, compliance, distribution and operational areas and for maintaining a stable and resilient IT infrastructure platform.

The Global Change department has 100+ employees, running numerous change projects across all areas of the firm, including vendor implementations, regulatory change, in-house development, as well as overseeing change delivery from third party suppliers.

The Operations & Business Projects team sits within the Global Change department and provides project management and business analyst resources to deliver against strategic objectives and goals, either via formal projects or small change initiatives. A new permanent position has been established within the team for a BA to support Fund Operations change, working closely with BAU teams and SMEs to ensure solutions, that match requirements, are successfully delivered in a timely, professional & efficient manner.

In addition to working closely with Fund Operations, the role will need to engage with other business teams as well as IT.

At JHI, outsourcing forms the basis for the Global Operating Model and therefore this role will also require engagement and management of Third Party Administrators in order to successfully deliver change.

Overview of the Role

JHI continues to go through significant change to deliver against Operating Model efficiencies, Regulatory obligations and Client/Investment driven initiatives, with a global consideration at the forefront of all solutions. This role requires flexibility, drive and a willingness to take ownership, with a strong background in Fund Operations an absolute necessity (either from a TPA service provider perspective, from an in-sourced Operating Model or from a TPA oversight background).

As BA you will be primarily responsible for the management and delivery of:

- Gathering and documenting business requirements, including workflow design
- Work with IT developers to design solutions and implement change
- Facilitate required workshops/meetings and obtain signoff of acceptance criteria
- Produce quality test plans and manage all aspects of system and user testing
- Liaise with the wider technology teams to coordinate interdependencies and resolve issues
- Supporting PMs as required in respect of roadmap delivery and RAID management

An extra component to the role will be to shadow (and cover) the TPA Change Management process to ensure this pipeline of change is progressed in a timely and consistent manner.

The role will not only need excellent problem-solving skills, but you should also be able to see the strategic impacts of any cross-team dependencies and escalate where necessary.

The role will require strong communication and leadership skills as regular reporting with senior stakeholders is expected globally with core impacted teams being in the UK, US and Singapore.

Duties and Responsibilities

You will:

- Have a strong understanding of financial products used in Asset Management
- Have a strong understanding of Fund Operations and associated end to end processes and interdependencies
- Take a hands-on, methodical approach to identify and resolve issues
- Be a responsible corporate owner; able to work on your own initiative, whilst being self-motivated and take on responsibility for solution delivery
- Liaise with the wider technology teams to coordinate interdependencies and resolve issues
- Produce quality test plans and manage all aspects of system and user testing
- Take responsibility for changes assigned to you, including facilitating the required meetings, obtaining sign off for acceptance criteria and managing to implementation
- Manage risks and issues effectively with timely escalation to the Product Owner / Project Manager
- Support the TPA Change Management process
- Carry out additional duties as assigned

Supervisory Responsibilities

- None

Technical Skills and Qualifications

Essential:

- Excellent understanding of Fund Operations
- Excellent understanding of change delivery within the asset management sector
- Wide experience of business analysis across a number of different systems and/or teams
- Strong understanding of Waterfall and Agile delivery methodologies
- High level of technical skill in use of business analysis techniques, methodologies and artefacts to support agile software development
- Experience of working in a global environment managing stakeholders across the globe
- Strong analytical skills required, including a thorough understanding of how to interpret business needs and translate them into application and operational requirements.
- Ability to analyse high-level requirements and translate these to overall detailed system-level design to be used for architectural design, cost / benefit analysis, and solution development.
- Understanding and documenting processes using Visio
- Analysing data requirements with the ability to capture and build out requirements in a structured and effective manner

Advantageous:

- Experience of Investment Operations and Front Office processes in an outsourced environment, particularly how these align to Fund Operations
- Experience of working in a middle and back office outsourced environment

Competencies Required

- Excellent communication, presentation, influencing, and reasoning skills, demonstrating the ability to communicate information technology concepts to non-technology personnel
- Strong abstraction, organisation and simplification skills
- Self-motivation and enthusiastic approach – a completer-finisher able to work on their own initiative with a focus and commitment to delivery
- Problem ownership – takes responsibility for identified issues and works to resolve in a pragmatic manner
- Client focused, committed to excellence, strong attention to detail and a team player

Ongoing competence in the role to be assessed by:

- Annual Performance Appraisal
- Completion of all assigned Compliance training
- Annual Attestation (Knowledge and Competence in-scope roles only)

Compliance Requirements

At a minimum the role will require you to:

- Place the interest of Janus Henderson's Clients first and always act in accordance with TCF (Treating Customers Fairly) principles

- Understand and follow laws and regulations applicable for your role, seeking the help of your supervising manager or Compliance if you would like further explanation or direction regarding this
- Understand and abide by all Janus Henderson policies applicable to your role, and ask for the support/guidance of the policy owner if you are unsure at any time
- You are ultimately accountable for your actions and responsible for seeking further information on any or all of the above as necessary.

We are an equal opportunity / Affirmative Action employer. All applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.