

Trainee Workflow Analyst

Employer

Baillie Gifford is an investment management company founded in 1908. Since that time, we have grown into a leading global company and invest in some of the world's most exciting businesses. We work hard for our clients and employ over 1,800 people, most of whom work in Edinburgh, but also in global offices that include London, New York and Shanghai. People are often surprised by the variety of roles available within Baillie Gifford, which can include investment managers, lawyers, finance experts, analysts and IT specialists. With a vast array of jobs, there may be a role for you that you hadn't considered. At Baillie Gifford we're committed to the wellbeing of our employees and proud of our supportive working environment. Our culture isn't just limited to our work though – there's an abundance of social events and groups to get involved in, from the annual dinner dance and office outing, to touch rugby and yoga classes.

Work environment

Technology underpins everything we do. That's why we don't wait around when it comes to leading-edge technology – we invest in it. Join our Information Systems team and you'll immediately be part of an exciting, pioneering environment. As a Trainee Workflow Analyst, you'll work closely with internal business users and in-house development teams to implement and improve the efficiencies of task management across Baillie Gifford through the integration of a third-party workflow tool.

What might a day in this job look like?

We're looking for an enthusiastic individual to join our Task Management team. The role will suit someone who's keen to learn about technology and how it can support a business. A typical day might involve:

- Shadowing and being mentored by experienced Workflow Analysts.
- Learning how projects are run using Agile methodologies.
- Using business analysis techniques to gain a solid understanding of business processes and associated problems or opportunities for improvement.
- Eliciting requirements from users, including creating user stories/acceptance criteria and process mapping, and ensuring these are documented and understood.
- Collaborating with other analysts, developers, project managers and business users through meetings and workshops to devise quality solutions.
- Creating, configuring, and developing workflow management solutions to smooth business processes and reduce risk within time constraints.
- Taking ownership of small/medium pieces of work under the guidance of experienced Workflow Analysts.
- Providing day-to-day support to existing users.
- Demonstrating solutions to key stakeholders as well as providing training or training videos.
- Seeking peer review and feedback for deliverables to improve, learning from feedback, and incorporating learnings into future work.
- Contributing toward an inclusive and welcoming working environment for colleagues.

What will I learn?

In this apprenticeship programme, you'll work towards an SVQ Diploma for Information Technology and Telecommunications professionals at SCQF Level 6. You'll gain wide exposure to different business areas within the firm supported by your team and colleagues.

Baillie Gifford is committed to helping its employees continually learn and develop, so as well as a comprehensive induction programme, you'll have continuous training throughout your time with us. This will be a combination of technical training and bespoke in-house training to do your job to the best of your ability, professional skills courses, and the opportunity to learn about the investment management industry.

What qualification or qualities are required?

- A passion for technology is essential.
- Good problem-solving skills.
- The ability to work well in a team.
- The curiosity to learn and a willingness to ask questions.
- A customer focus.
- Communication skills to explain technical issues to non-technical people.
- Good organisation and time management skills.
- A National 5 in English and Maths, or equivalent, as a minimum.

Rewards and benefits

At Baillie Gifford we're committed to the wellbeing of our employees and proud of our supportive working environment. Join us and you'll enjoy the following benefits:

- Private healthcare
- Annual bonus
- 33 days' holiday
- Annual employee events programme
- 15% employer contributory pension
- Free access to confidential counselling and Headspace
- Life assurance
- Employee networks that actively shape the working environment (including Multicultural, LGBT+, Neurodiversity, and Mental Health).

How to Apply:

To find out more and apply online, please visit www.bailliegifford.com/apprenticeships

Closing date: 29 September 2023