

## Job title: Business Analyst

### 15below's Vision:

To become the undisputed global leader in traveller communications by providing the single competitive advantage in travel: customer engagement through brilliant communications.

We make journeys easier and more enjoyable by giving our customers and their passengers a stronger sense of control. From disruption management to hyper-personalised pre-departure communications and mobile boarding passes, we build the technology to help companies stay connected with their customers at every stage of their journey.

Established in 2000, we have since grown to become one of the travel industry's major suppliers of passenger messaging solutions. More than 45 airlines, including Qantas, Virgin Australia, Ryanair and JetBlue use our notifications platform. With big ambitions for the future, it's time for us to expand our growing team and we're hoping you are who we're looking for.

### The role:

We truly believe in technical and professional excellence. As part of a rapidly growing team of 115 people you'll share our values of Connected, Collaborative, Progressive, Knowledgeable and Enjoyable. With your knowledge and expertise, you will be helping 15below to continually push the boundaries.

As Business Analyst you will work as part of the Commercial team as a product specialist, assisting during project delivery and commercial proposal stages, and during transition at project initiation.

### What you'll be doing:

As part of this role, you will be responsible for:

- Requirements analysis
- Leading client requirements workshops
- Leading estimation sessions with key stakeholders
- Maintaining expert knowledge in 15below platform functionality and new developments
- Working with 15below Account Management, Business Development and Project teams to prioritise and manage multiple projects
- Working closely with multiple 15below departments to ensure commercial proposals are accurate and contain the appropriate detail
- Ensure a smooth transition from commercial proposal to project team delivery
- Provide support to project team as required during project delivery
- Identifying and implementing process improvements within 15below
- Fostering collaboration and communication amongst team members
- Perform other related duties as required and assigned
- Contributing to core product development
- Adhering to 15below policies

## Skills we want:

- 5+ years' experience in customer software/IT solution business analysis
- A strong travel industry background with knowledge of airline commercial systems such as reservations systems, PSS and GDS and their component parts
- Ability and willingness to travel overseas for client meetings
- Very strong verbal and written communication skills
- Proven ability to lead discussions with customers
- Functional/technical understanding of software applications
- Proven business analysis experience in a supplier/vendor context
- Proven experience in eliciting requirements from external parties
- Proactively guide customers to the most appropriate solution in line with product evolution

## Skills to impress:

- BSc/BA in a business or technical discipline or equivalent
- Business analysis experience in an Agile environment
- Strong customer service orientation
- Experience working with third-party APIs and web service interfaces

## What kind of person you are:

Naturally we're looking for the best. We want someone who:

- Thrives on challenges, loves grappling with complexity and can make the most difficult concepts easy to understand using sincere and clear communication skills
- Collaborates effectively with other disciplines and can be trusted to deliver
- Wants to invent cool, progressive stuff that's useful to the industry
- Has a calm presence of mind and a strong sensible streak
- Knows how to have a bit of fun now and again

## What's in it for you?

Work is a big part of life, so it has to be challenging and enjoyable. This job is about empowering you to do your best work as part of a fantastic team.

Package	25 days annual holiday Private Medical Insurance Life assurance 5% Employer Contribution Pension Scheme
Flexible benefits	Various salary sacrifice schemes including: Cycle to Work scheme - Holiday Purchase scheme
Other perks	Free on-site massages, fortnightly 'wind-downs'

---

**Job Description**

Reporting to	Business Analyst Lead
Location	Brighton, United Kingdom
Start date	ASAP

**Interested?**

Email us at [jobs@15below.com](mailto:jobs@15below.com) and share with us why you're perfect for this role.

---

**Headquarters:**  
15below  
Lyndean House  
43-46 Queens Road  
Brighton, BN1 3XB, UK**Australia Office:**  
15below Pty.  
Level 21, Tower 2  
201 Sussex Street  
Sydney, Australia.**Contact Us:**  
t: +44 1273 764230  
e: [hello@15below.com](mailto:hello@15below.com)  
t: [@15below\\_travel](https://twitter.com/@15below_travel)  
w: [15below.com](http://15below.com)