



BUSINESS ANALYST

Location: Nottingham Office

Reporting to: Head of Product Management

THE COMPANY

Multi award winning Peppermint Technology provides a game changing business technology Platform for the legal sector that hosts an array of business applications. The Platform is a SaaS offering which is built and certified on the Microsoft Dynamics platform.

We hire people who want much more than a job. The team at Peppermint is united in changing the status quo of an industry and this takes great talent, passion and commitment. We are looking for likeminded people to join the team as we aim to become the leading legal software company.

What's important to us

Customer Success: We put our customers and their success at the heart of everything we do

Time: We make good use of our time, make time for others, deliver on time, all of the time

Quality: We are experts and the best at what we do. We consistently deliver high quality outcomes

Together: We create opportunities together, find solutions together and win together

Positive: We have a positive attitude and believe in the possible

SUMMARY

As Business Analyst, you will work closely with product managers to analyse the strategic product roadmap, defining detailed product requirements that maximise the value of our product to our customers while achieving Peppermint's business objectives.

You will own the delivery of the product requirements to the development team, ensuring Peppermint Technology software is high quality and that solution design satisfies the original requirements. With a strong understanding of our users and their objectives, you'll have total focus on the user experience, incorporating user feedback and insights into the design of product enhancements.

The primary product focus for this role is around our Practice Management capabilities, although the successful candidate may be required to assist on other elements of the Peppermint product portfolio, subject to demand.



RESPONSIBILITIES AND DUTIES

- Producing detailed user stories for product development, ensuring that Peppermint business objectives and user requirements are met
- Contributing to creation of user personas and profiles, ensuring solution design meets the needs of Peppermint software users
- Optimising user experience and identifying opportunities to improve Peppermint user journeys as part of product requirement design
- Maintain an active role within the user community by attending and contributing to user forums and leading user testing to ensure detailed requirements match customer expectations
- Work with the development team to review prototypes and early releases to ensure they match product requirements and high-level designs
- Work with the development and test teams to ensure requirements are clearly understood, supporting throughout the design and development lifecycle of each release
- Create product knowledge materials such as feature demo videos to be consumed by internal stakeholders and customers
- Keep up to date with relevant market and industry trends, as well as the regulatory landscape, particularly any Solicitors Regulation Authority (SRA) and HMRC mandates

KEY RELATIONSHIPS

- Software Design & Engineering; Product, Development and QA
- Customers
- Customer Success and Support
- Professional Services
- Finance Consultants

EXPERIENCE

- Previous experience in a similar position in the software industry, ideally with experience of working within agile development methodology
- Capacity to understand business problems and and translate them into detailed requirements
- Experience in working with users and customers to gather requirements insights or provide product demonstrations
- Experience in Legal or Financial practice management software and systems is desired



COMPETENCIES

- Strong and proven written and verbal communication skills
- Logical thinker with the ability to clearly plan, organise and execute to deadlines
- Works well with others, establishing strong working relationships with internal teams
- A self-starter with a proactive approach and a desire to challenge the status quo
- Uses initiative to generate new ideas and improvements in product design and product development
- Translating customer and market requirements into value-delivering product capabilities
- Real passion for technology combined with a total focus on the user experience to deliver creative and effective product solutions

CONTACT

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