

Role Description

Role Title: Business Analyst
Department: Operations
Reports to: Head of Business Solutions

About Pikl

Pikl is on a mission to enable the growth of digital marketplaces, starting with vacation rentals. We design and deliver insurance-enabled solutions that help platforms, property managers and owners unlock new revenue and deliver better customer experiences.

Founded in 2016, we began by protecting individual hosts and homeowners with specialist holiday-let cover. That experience now powers our insurance-enabled products, which increase participation, lift conversion and drive revenue across the marketplace value chain: platforms, homeowners and guests.

With offices in Norwich and London, and plans for international expansion, we work with some of the most recognised brands in travel as well as major insurance aggregators.

Our Values

At Pikl, our values are the foundation on which our success is built. They guide how we work together, how we make decisions for customers and colleagues, and what we recognise and reward.

Possibility

We think big and are fearless in turning challenges into opportunities. We stay curious, test ideas and learn quickly.

Created: February 2026

Business Analyst



People

We put people first, building relationships rooted in empathy and trust. We respect, include, and learn from one another. We celebrate progress.

Progress

We unlock growth opportunities for our customers and each other yet make it our personal responsibility to own actions and see them through.

About the role

The Business Analyst plays a key role in supporting the delivery of business-led initiatives by ensuring clarity from discovery through to adoption. You will work closely with stakeholders across commercial, insurance, operations, and technology to understand current processes, identify improvement opportunities, and translate needs into clear, structured requirements.

Through detailed analysis and documentation of business processes, you will ensure initiatives are well-defined, risks and impacts are identified early, and dependencies are understood. You will also track initiative progress, maintain transparency across stakeholders, and support effective communication to keep delivery aligned and on course.

Beyond requirements gathering, you will help ensure solutions are fully understood, operationally ready, and successfully handed over—supporting adoption and embedding changes into business-as-usual operations.

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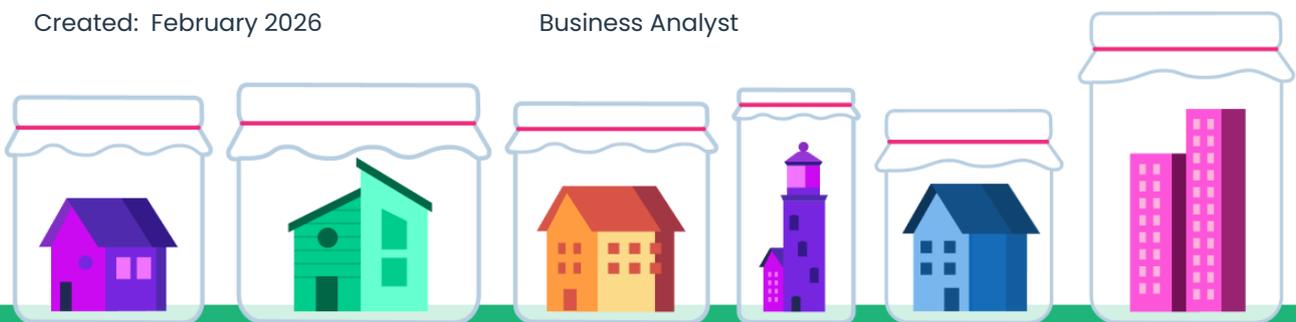


Key Tasks / Responsibilities

- Collaborate with Project Managers and Solutions Managers to understand project scope, objectives, and deliverables.
- Conduct process discovery workshops, interviews, and observations to understand current state workflows across Commercial, Insurance, Operations, and Tech functions.
- Document current and future-state business processes, identifying gaps, inefficiencies, and opportunities for improvement.
- Elicit, document, and manage business requirements, ensuring clarity and completeness for Product, Tech, and Operations teams.
- Maintain project documentation, including plans, RAID logs, action items, status reports, and process maps.
- Track initiative progress, dependencies, and risks, flagging potential issues early and escalating appropriately.
- Facilitate stakeholder engagement, coordinating meetings, workshops, and approvals.
- Support the preparation of Steering Committee and key forum materials, ensuring accurate reporting and actionable insights.
- Ensure knowledge capture and sharing across the team to reduce dependency on SMEs and improve delivery consistency.
- Assist in testing, validation, and handover activities to ensure solutions meet business requirements and processes are fully embedded.
- Support continuous improvement initiatives, using insights from process discovery to recommend enhancements.

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Business Analyst



About you

- A curious and detail-oriented analyst who can understand complex business processes quickly.
- Strong analytical, process mapping, and problem-solving skills; able to clarify ambiguous workflows.
- Ability to work independently and collaboratively, managing multiple priorities in a fast-paced scale-up environment.
- A proactive problem solver who can anticipate risks, dependencies, and blockers and propose practical solutions.
- Excellent communication and stakeholder engagement abilities.
- Experience conducting process discovery, mapping, and documentation.
- Familiarity with project management and documentation tools.
- Understanding of insurance operations, commercial functions, and tech delivery.
- Comfortable supporting both operational and strategic initiatives, bridging gaps between teams.

Why work at Piki

- Flexible working conditions, access to an incredible in-person working space
- Support from an awarding-winning CEO & Founder
- Competitive Package
- Annual holiday entitlement of 28 days plus bank holidays
- 35 hour working week
- Death in service scheme
- Access to wellbeing services
- Training and development opportunities
- Social events

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