

Identity & Access Management Analyst

paragon

Our Purpose

Our purpose is to support the ambitions of the people and businesses of the UK by delivering specialist financial services.



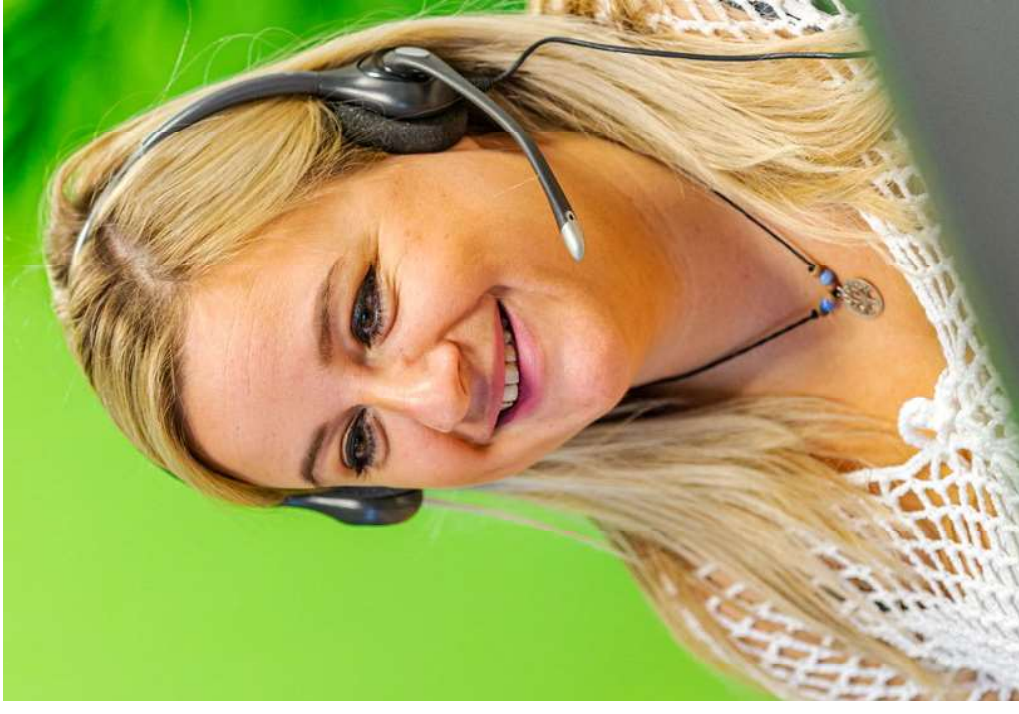
Your Purpose

The Identity and Access Management Analyst is responsible for supporting the Bank's Identity and Access Management Program. This includes day-to-day functions to ensure employees can access operational systems that they are approved to use and that are appropriate for their role.



You're part of it

Your Purpose & Performance Profile

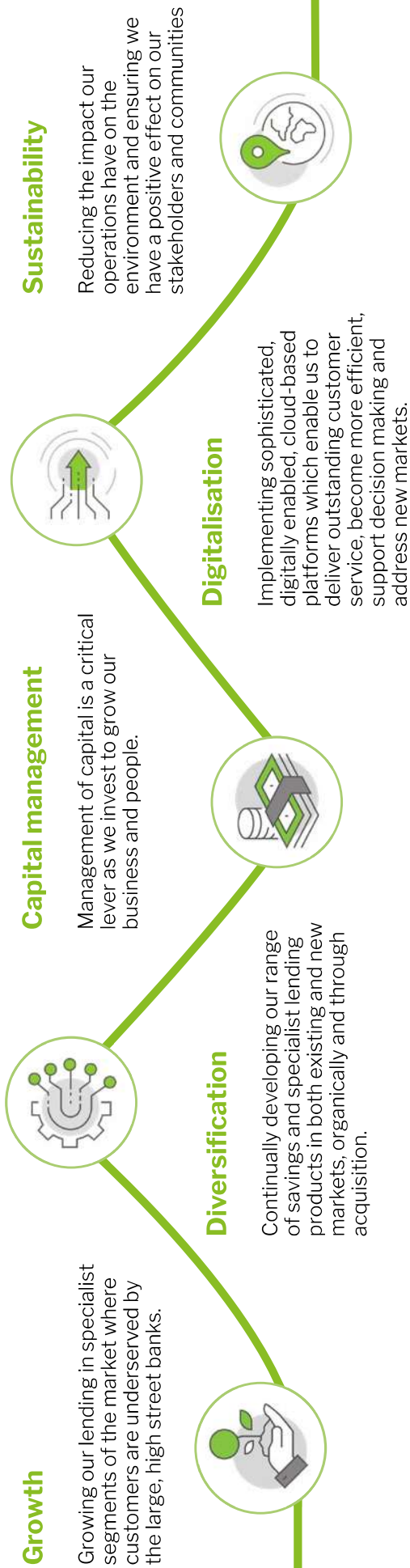


Our Strategy

Our strategy is driven by our purpose and helps us achieve our vision to become the UK's leading, technology-enabled specialist bank and an organisation of which our employees are proud. We focus on five strategic priorities to help us deliver our strategy. These are supported by three strategic pillars and eight values that underpin our culture and the way we do business.

Our strategy is to focus on specialist customers, delivering long-term sustainable growth and shareholder returns through a low risk and robust model.

Our Strategic Priorities



Strategic pillars

A customer-focused culture

Expert knowledge and experience, supported by proprietary insight, data and analytics to deliver deep understanding and good outcomes for all our customers.

A dedicated team

An experienced, skilled and engaged workforce, and a unique culture underpinned by eight values.

Strong financial foundations

Prudentially strong, with a low-risk approach to lending, reducing volatility of earnings and enhancing sustainability of dividends.

Who you'll be working with

Reporting directly to the Application Support Team Leader, you will be supporting the Identity and Access Management program. You will work closely with other members of the IT Service Delivery team and wider IT department.

The role itself will require interaction with all different colleagues across the group as you will be providing access to all level of stakeholders. This could be new employees, existing employees moving departments/roles or leavers.



The skills you'll bring

- Requirements definition and management
- Identity and Access Management
- Customer Service Support

Complemented by:

- Strong interpersonal abilities, with excellent proficiency in written and oral communication
- Effective critical thinking skills, with an emphasis on logical reasoning.
- Excellent time management and organizational skills
- The ability of working under pressure, taking the initiative, and prioritizing workload
- A flexible approach is required, with the ability to deliver results within tight deadlines when necessary



What you'll do day to day

Performing provision and de-provision for Identity and Access Management across the Bank ensuring timely and accurate assignment and removal of access rights as and when required.

Work with the wider team to complete User Access Audits across the Bank as per the annual schedule, identifying discrepancies and remediation.

Work tickets from customers to perform User Account management across the Bank's systems in line with the customers request and the Bank's policies.

Work with the wider team to ensure SLA's are met and quality of work delivered is providing the right outcome to the customer first time.

Follow standard operating procedures, be willing to suggest new ways of working and identify if documentation is not up to date and review it.

Provide documentation and evidence for Audit purposes, meeting with auditors as required and assist in managing the relationship

Support development and implementation of solutions to continually mature Identity Access Governance across the Bank, including development of automation.

Promote strong Identity and Access Management principles to others in the Bank.

Be a routine contact point for customers to handle/resolve request and/or queries.

What does success look like for you?

THINK CUSTOMER

The FCA's Consumer Duty requires us to deliver IT solutions that meet the high levels of care, honesty, and transparency that our customers deserve. This is a key part of our work ethic and values and we must act in line with it every day.

You will work with all stakeholders to ensure their needs/requests are understood and can be translated into the tasks.

You will clearly and honestly communicate with stakeholders to ensure they understand what can be delivered and when. If there are challenges or blockers they will be kept informed, creating an open and collaborative environment.

You will ensure employees can access the applications required to complete their role in a timely manner according to all IT security policies

THINK RISK

You will act in accordance at all times with all appropriate Information Security and Information Technology policies and procedures.

You will support Paragon's risk culture by reporting actual and near miss Risk and Security Events.

You will ensure all mandatory training is completed on time

You will ensure you follow the IT Change Management policy and align with any third parties that are doing changes on our behalf to ensure all necessary internal controls are considered

THINK PEOPLE

You will communicate effectively, openly and respectfully.

You will use the appropriate medium for each communication, considering the audience and communication content.

You will collaborate to achieve your team's objectives.

You will actively participating in meetings, virtually and in person, and demonstrating appropriate meeting etiquette.

You will document your work effectively so that others understand what you have done and why.

You will keep your team and others informed of progress, and escalating blockers to your work and that of others



Throughout your day to day activities identify opportunities that can help the business achieve it's commercial goals

Opportunities to achieve commercial goals consist of making the right decisions for the business.

Identifying how, you as an individual, can reduce cost within the organisation through process improvements, financial negotiations, being energy efficient or reducing waste are all ways we can add commercial value to our business.

You will be familiar with the Group's overarching sustainability framework and targets and seek to support the Group's environmental aspirations in all relevant aspects of the role

You'll make a real impact by:

Support coworkers on organisational contacts, processes and business relations. Navigation areas of uncertainty

Design and implement complex Identity and Access Management solutions focusing on automated access controls and roles allocation

Oversee the integration of Identity and Access management in new technologies.

Provide support for complex Identity and Access Management operations and implementation of supporting policies.

Support stakeholder engagement to align Identity and Access Management with business objectives and emerging security trends.

Taking personal accountability.

Striving to achieve service excellence.



Personal objectives

If you have personal objectives that are additional to those in your Purpose and Performance Profile above, please capture them here:

If your role is included within the senior management / certificate regime you will be required to:

- Pass and maintain the requirements of the relevant Regulator's 'fit and proper test' as required by the Senior Managers Regime/ Certification Regime.
- Adhere to the Senior Manager Rules as part of the Senior Managers Regime as detailed below if SMR ROLE.
- Adhere to the Individual Conduct Rules as part of the Senior Managers Regime/ Certification Regime as detailed below.
- Be responsible for taking ownership and maintaining of your own Continuous Professional Development (CPD) Log as part of the Senior Managers Regime/ Certification Regime.

Senior manager function rules

1. You must take reasonable steps to ensure that the business or the firm for which you are responsible is controlled effectively.
2. You must take reasonable steps to ensure that the business or the firm for which you are responsible complies with the relevant requirements and standards of the regulatory system.
3. You must take reasonable steps to ensure that the delegation of your responsibilities is to an appropriate person and that you oversee the discharge of the delegated responsibility effectively.
4. You must disclose appropriately any information of which the FCA or PRA would reasonably expect notice.

Your development

We really want you to succeed within your role and your career. Nobody knows you better than you, and you are encouraged to take the lead on how you are doing and how you progress.

Please use this page to reflect on your personal learning and development; whatever that may look like for you.



What am I currently doing to support my learning and development?

What are my strengths and how can I make better use of them?

What would I like to learn next?

What are my career aspirations?

This might be how I learn and develop in my current role or how I develop towards a new role.

What resources / people can help me with my development goals?



Our values

Our culture is built upon a commitment to do the right things for customers, our colleagues, our wider stakeholders, and the world around us. Eight values underpin our culture and the way we do our business.

Doing the right things means making clear and ethical decisions, understanding the implications of our actions, being accountable for them and making a commitment to speak up and put things right where we see something that is wrong.



Fairness

To work together to ensure good outcomes for all our customers



Professionalism

To maintain the highest standards and deliver our products and services with care and accuracy



Integrity

To be honest and open in everything we do



Humour

To ensure we have fun while achieving success!



Commitment

To drive the business forward with determination and to do so with effort and enthusiasm



Creativity

To identify and create new business opportunities and apply creative and effective solutions to problems



Teamwork

To work in harmony and collectively towards the delivery of our overall objective



Respect

To treat people as individuals and listen to their views

Our code of conduct

Our Code of Conduct is designed to help you navigate through the vast array of decisions that you will need to make to deliver effectively on our purpose. You can view a copy of our Code of Conduct [here](#). As a regulated firm we are also subject to the below conduct rules:

1

You must act with integrity

2

You must act with due skill, care and diligence

3

You must be open and co-operative with the FCA, PRA and other regulators

4

You must pay due regard to the interests of customers and treat them fairly

5

You must observe proper standards of market conduct

6

You must act to deliver good outcomes for retail customers

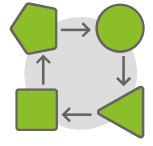
Our Leadership Commitment

We all deserve to have a great manager. Our managers commit to delivering inclusive, inspiring, and impactful leadership. For us, this looks like:



Empathy

Having and applying emotional intelligence to understand and engage with others more effectively. Using both self-awareness and the understanding of others to react positively to different situations.



Adaptability

Having the skills and willingness to adapt at pace to changing circumstances and environments. Being comfortable with ambiguity, maintaining personal resilience and learning from experience.



Creative Thinking

Having the skill to incorporate creative and innovative practices into tasks, activities and interactions, bringing new perspectives into the workplace.



Coaching

How we support others to explore and unlock their potential using coaching tools and techniques and building a trusting coaching relationship.



Teamwork

The coming together of a diverse group of people to deliver a common objective. Working well together, but open to new ideas and challenge. Creating a safe, inclusive environment to experiment, make mistakes and improve.



Think! Customer

How we build and maintain trusted relationships with internal and external customers based on a deep understanding of customers' needs. It's about communicating clearly and working in partnership.



Decision Making

How we make effective decisions on a day-to-day basis, taking ownership of decisions and demonstrating sound judgement.

If you are a manager of people you will help your people to be their best by:

