|  |  |  |  |
| --- | --- | --- | --- |
| **Role title:** | Data & MI Analyst | **Responsible to:** | Head of Product & Pricing |
| **Division:** | Commercial Services | **Department:** | Product & Pricing |
| **Direct Reports and Level:** | None | **Scope:** | Global Data & MI |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Group Corporate Functions |

|  |
| --- |
| **Overall Role Purpose** |
| The Commercial Services Division is at the forefront of managing the financial risk of MPS worldwide. The Data & MI Analyst will be a technical analyst responsible for the provision of management information based on membership, claim, non-claim and financial information.  |

|  |  |
| --- | --- |
| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational** * Support the development and delivery of the Commercial Services strategy to plan, cost and quality
* Provide support and training to the Pricing Analysts and the wider team on how the data and MI systems are architected and maintained
* Support assigned Product & Pricing projects affecting MPS wide and roll out other projects/initiatives within Commercial Services ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
 |
| **Financial*** Help support delivery of MPS long term plan and in year budgets by ensuring MI and BI systems are maintained and up to date.
* Assist the Senior Data and MI Analyst in controlling, translating, disseminating and quality assurance of all pricing, actuarial, underwriting related data and business information within MPS
* Manage all spend within organisation policy, reporting on variance to budget to the Commercial Services leadership team
 | * Member numbers Vs plan
* Income Vs plan
* MPS Combined Operating Ratios
* MPS Target Pricing Strength Achieved
 |
| **Member*** Produce regular MI and business intelligence to help monitor performance of key metrics describing how the members interact with MPS, e.g. conversion, retention, contribution etc.
 | * Net Promoter Score
* Member Satisfaction Survey
 |
| **People*** Provide support and guidance to team members across Commercial Services on how to get the best use out of MPS data assets
* Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes
 | * Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan

  |
| **Risk*** Ensuring that data provision is cognisant of the risks involved in data processing, including but not limited to, adherence to GDPR and other relevant data processing regulation
* Work within relevant business processes and controls helping to manage the division within risk appetite; comply with policies and regulatory requirements
 | * Risk & Control Self- Assessments Audit Actions
 |

|  |
| --- |
| **Responsibilities (RACI)** |
| * Assist the Senior Data and MI Analyst with the maintenance and development of MPS’s data warehouse and subsidiary analytical systems, determining the analytical requirements for enhancements to the business intelligence suite and making sure that data quality is of the highest standard.
* Assist in the design, build and maintenance of the analysis systems used to support pricing and underwriting projects (triangles, subscriptions determination responses for UK GPs, consultants, Irish GPs and consultants and South Africa medical members). Integrate these into the systems in 1) above. Continue to look to improve the way that MPS understands its business from the data that it holds. Generally, to prepare reports relating to subscription rates and grades as required for Management Information and Marketing purposes
* Assist the Senior Data and MI Analyst with the maintenance and development of MPS’s data science models, including maintaining governance around use and application of the models across the business
* Provide responses to requests for ad hoc data requests.
* Be responsible for liaising with IT and other end user departments to ensure that software is up to date and deployed correctly including dealing with all day to day Grimm implementation requirements
* Provide assistance within Pricing Projects as identified by the Pricing Consultant in conjunction with the Head of Product and Pricing, making sure projects proceed as planned, answering any queries relating to progress and attending project meetings.
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
 |

|  |
| --- |
| **Key Governance Responsibilities** |
| * May attend pricing sub-committees as required
* May attend data governance committee as required
 |

|  |  |
| --- | --- |
| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Self |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  | Leading Self |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Numerical degree or relevant experience
* Managing complex data sets and databases
 | * Keen analytical, project management and problem solving skills
* Pragmatic business sense including understanding of finance, accounting, economics
* Solid communication skills (oral and written)
* Strong computer skills
 | * Some experience in database usage
 |
| **Desirable** | * Data science or data governance background
* Knowledge of financial services database techniques
* Knowledge of clinical negligence indemnity
 |  | * Experience in SQL
* Experience of working in regulated environment
* Understanding of operating within a GDPR governed environment
 |