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| **Role title:** | COE BI Data Analyst | **Responsible to:** | COE BI Analytics & Reporting Manager |
| **Division:** | Finance | **Department:** | Business Intelligence |
| **Direct Reports and Level:** | No direct reports but there is a requirement to work other COE Analysts and with SMEs MPS-wide | **Scope:** | Business Intelligence - MPS UK and International |
| **Scale:** | People – N/A  Budget – N/A  Income – N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Group Corporate Functions |

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| **Overall Role Purpose** |
| The purpose of the Centre of Excellence (COE) BI Data Analyst role is to develop, manage, and deliver BI solutions within best practice and deliver standard performance reporting, insights and analytics using data collected in a centralised data warehouse or multiple databases throughout the organisation. The COE BI Data Analyst will also work with key stakeholders applying analytical thinking and problem solving to improve the delivery and governance of reporting, analytics and the quality of the data, required to inform business decisions and actions which results in a measurable improvement in business performance. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** | |
| **Operational**   * Contribute to the development and delivery of the COE BI/MI and Finance Division strategy to plan, cost and quality * Develop and maintain production of regular BI/MI ensuring accuracy and the relevant procedures are in place, understood and followed. This includes all workflow, productivity, financial and non-financial reporting aspects of MPS for internal use to enable robust business decision-making and the evaluation of strategic objectives. * Develop and maintain production of advanced analytical processes that enable enhanced insights. Be able to simplify these complex processes for the wider business, explaining how data flows & calculations work throughout. * Support assigned COE BI/MI initiatives affecting MPS-wide ensuring delivery of projects to time, cost and quality and that can demonstrate return on investment | * Corporate Strategic priorities vs Plan * Division Plan delivery vs Plan * Delivery of projects vs Plan * Reporting delivery vs plan * Operational Metrics vs SLAs * Stakeholder feedback | |
| **Financial**   * Support the development and delivery of the COE BI/MI with all executive and senior management level reporting, analysis and requirements of financial and non-financial information; such as the Executive BI Dashboard, planning information, and statutory reporting to enable robust business decision-making and the evaluation of strategic objectives. * Support the COE BI/MI team to define and produce operational metrics and insight which gathers from organisational data sources to inform business decisions and actions which results in a measurable improvement in business performance. * Ensure that all appropriate COE spend is managed within organisation policy reporting on variance to budget to the COE BI/MI leadership team and escalating to the BI Lead. | * Operational budget vs Plan * Member numbers vs plan * Exec reporting delivery to plan | |
| **Member**   * Provide appropriate focus on delivering the needs of the membership whilst ensuring financial performance is maintained and excellent levels of customer care and engagement are preserved. * Provide robust challenge of emerging risk and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group, its operation or financial security. | * Net promoter score | |
| **People**   * Engage at all levels to champion data led initiatives and promote a data aware culture. * Work in a collaborative team of COE BI Data Analysts and other matrix teams to enable delivery of COE services and capabilities. including process, reporting, data and technology to facilitate appropriate advanced data analytics, and insights MPS-wide. * Coach and mentor colleagues both within own COE BI team and other matrix teams and support learning interventions such as the Academy to maximise the potential of all colleagues and the quality of our service to members. * 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 * Compliance with Training and Competence Schemes * Quality monitoring / internal audit scores | |
| **Risk**   * Identify and report risks and issues identified within COE BI/MI and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. * Ensure appropriate business processes and controls are in place to manage the team within risk appetite; comply with policies and regulatory requirements (as applicable). * Support the monitoring of adherence to the Data Governance policy and procedures; reporting this to relevant managers across the business and liaising to resolve breaches | * Risk & Control Self- Assessments * Audit Actions | |
| **Responsibilities (RACI)** | |
| * Deliver all activities and initiatives in line with the Data Governance framework. Maintaining those principles, policies, procedures, and controls needed to deliver strategic and operational reporting required for effective control of the business and as recommended by legal requirements. * Technically liaise with Data Warehouse developers to ensure that reporting tools are appropriate, accurate, and complete and ensure outputs are delivered in-line with the standards set out within the Data Governance framework. * Assist the Senior BI Data Analyst in partnering with key stakeholders to improve their insight capability by automating their work into COE reporting and analysis to maximising investment of insight resource MPS-wide. * As the technological landscape continually changes, keeping abreast of evolving technological innovation, market trends and best practice; continuously recommend opportunities for MPS to become more efficient and effective in BI/MI practices to ensure the COE is a best in class function. * Embrace change management processes (projects or small change) and partner with the appropriate teams and business analysts to make business recommendations to assist in delivering reporting, insight, process improvements, or strategies that support MPS in delivering its vision, values, and purpose. * Support the Data Governance and Quality Officer with the identification and resolution of potential data integrity, quality, and reporting issues ensuring any risks are appropriately raised. With analytical and reporting support that assists in successfully translating complex BI/MI and data challenges across the organisation. * 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. | |

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| **Key Governance Responsibilities** |
| * Optional attendees of data governance and quality group meetings; as indicated in the Data Governance Framework * Participating in BI/MI and Data Governance groups as required; providing clarity of data issues, promoting best practice, and championing Data Governance. |

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| **Leadership Framework Competencies** | **Level**  *(Select the appropriate level from Leadership Framework document – details can be found on the intranet)* |
| Fresh Thinking |  |
| Building Capability in Self and Others |  |
| Influencing Others |  |
| Collaborating for Results |  |
| Leading Self and Others |  |
| Commercial and Risk Thinking |  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Data analysis tools such as SSAS, SSRS, Business Objects/Webi, SAP Lumira, Power View etc. * Data warehouse specification, population and reporting * Knowledge of T-SQL querying (2008/2012) * Power BI * Knowledge of Visual Basic for Applications * Educated to degree standard and/or studying/hold relevant professional qualifications * Systems thinking knowledge/ experience * MS Office (Word, PowerPoint, Advanced Excel skills) * In depth understanding of database security during design and deployment. | * SQL to support report creation and analysis * Innovative, flexible self-starter with excellent and proven data and analytical skills * Skilled facilitator with proven stakeholder management skills at all levels; effective influencing, persuasion and negotiation skills * Technically minded yet business focused * Strong written and verbal communication/presentation skills; communicate and present effectively at all levels * Willingness to learn new technologies and apply benefits from those technologies * A positive attitude, with the ability to manage their time efficiently and effectively to ensure the successful delivery of assigned tasks in accordance with agreed time and quality standards * Ability to translate and logically communicate insights and suggestions with a positive, collaborative and engaging approach | * Experience and knowledge of IT systems, data warehouse, ETL, and reporting technologies * Experience of working with and analysing financial and non-financial data * Experience of creating and working with data, data structures and reporting tools to aid in issue identification and resolution * Experience of creating reporting dashboards for the presentation of data to stakeholders * Experience in transforming / transferring spreadsheet reporting solutions onto new platforms * Strong data and analytical focused background * Proven experience of capturing business requirements |
| **Desirable** | * Process Improvement qualification (such as Lean, Six Sigma) * Knowledge and appreciation of MS SharePoint and MS CRM * Coda Financials (Unit4) * Knowledge of Financial processes, accounting principles, planning methodologies * Knowledge of advanced analytics, big data, machine learning & AI techniques and tools |  | * Experience of medical defence organisations, clinical negligence claims or civil legal processes * Experience of risk based businesses, e.g. insurance * Knowledge of MPS, its business and the detailed operation of departments/divisions. * Knowledge of MPS data structures * Agile Methodologies |