|  |  |  |  |
| --- | --- | --- | --- |
| **Role title:** | Data Analyst (DA) | **Responsible to:** | Data Analytics Leads |
| **Division:** | TDD | **Department:** | Data & Analytics |
| **Direct Reports and Level:** | N/A | **Scope:** | Global – all products, all territories |
| **Scale:** |  |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Digital, Data and Change |

|  |
| --- |
| **Role Purpose** |
| The Data Analyst will design, develop and deliver reporting and analytical solutions and services integrating them into systems and business processes. They will be responsible for analysing raw data to derive insight, build and manage the estate reporting and the datasets used for self-service business-led reporting. They will play a key role to transform system data into business insight. |

|  |  |
| --- | --- |
| **Accountabilities (RACI)** | **Measures of Success/KPIs** |
| **Operational**   * 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. * Provide the link between data preparation and data analysis to support the MPS Data pillar. * Help the automation of reporting processes to improve efficiency, accuracy and quality. * Ensure the delivery of accurate and timely reporting to stakeholders. * Support the delivery of the Data and Analytics strategy and contribute to the development and delivery of the TDD strategy to plan, cost and quality * Develop, maintain and continuously improve data and reporting processes to allow provision of required reporting to management and relevant committees. | * Delivery of reporting/insights to support projects, change and BAU to agreed plans * Resolution of Incidents and Service Requests within SLA * Department Plan delivery vs Plan |
| **Member**   * Help provide key business understanding of data to various functions in the organisation that support our members * Contribute to the overall Member experience with MPS ensuring systems are online and data is processed accurately and in a timely fashion. * Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency and great member experiences and outcomes | * Net promoter score * Member satisfaction survey results * Stakeholder feedback * Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores |
| **People**   * 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. * Take an active role in promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity * Engage at all levels to champion data led initiatives and promote a data aware culture * Coach colleagues both within own 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. | * Compliance with Training and Competence Schemes * Delivery of Personal Development Plan to plan * 1-2-1 / performance review meetings * Stakeholder / colleague feedback |
| **Risk**   * Identify and report risks and issues identified within TDD and potentially across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. * Ensure that data from various sources are cognisant of the risks involved in data processing, including but not limited to adherence to GDPR and other relevant compliance requirements | * Risk & Control Self- Assessments * Audit (internal and external) |

|  |
| --- |
| **Responsibilities (RACI)** |
| * Embrace and support the TMO processes (projects or small change) to make recommendations to improve delivery. * Ensure the timely and accurate delivery of reporting and insight. * Document source-to-target mappings. * Support the automation of data analytics processes to improve efficiency. * Work closely with stakeholders to understand reporting requirements. * Maintain data quality, integrity and compliance standards. * Drive Continuous improvement and change in reporting frameworks and tools. * Optimise the code to ensure processes perform optimally * Plan, design, manage, execute and report tests, using appropriate tools and techniques. * Risks associated with deployment are adequately understood and documented. * Undertake other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role. |

|  |  |
| --- | --- |
| **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** | **Skills** | **Experience** |
| * An understanding of data analytics, business intelligence and reporting tools. * Knowledge of data governance, security and compliance frameworks. * Ability to quickly assimilate knowledge from outside own area of expertise. * Is pragmatic, able to balance business needs with the needs of security and data protection. | * Analytical and problem-solving capabilities. * Ability to communicate complex data concepts to non-technical audiences. * Proficiency in BI tools, such as Power BI, SSMS, Sway, Power Platform, Python and other tools for delivering business insight. * Great verbal and written communication skills. * Keen desire to grow capability and to innovate within area | * Experience in data analysis, business intelligence, or a related field. * Hands-on experience with data visualisation and reporting tools. * Experience gathering and presenting insights and recommendations to learship. |