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| **Role title:** | MI Data Analyst | **Responsible to:** | Rob Stringer |
| **Division:** | D&C | **Department:** | Data |
| **Direct Reports and Level:** | 0 direct reports | **Scope:** |  |
| **Scale:** | Xxx People  £xxx Budget  £xxx income |
| **Regulated Function(s) Held:** | Yes/No |
| **Evaluation Level** | Core | **Role Family** |  |

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| **Overall Role Purpose** |
| Work with staff across all levels of the business to identify and formally capture process requirements arising from changes to existing and design of new processes. Assist in the support/development of future data requirements, translating these into detailed written requirements at business and functional levels.   * Interrogate large data sets, providing insight and conversion into actionable information * Maintaining and developing the correct production of regular and recurrent management information, ensuring procedures are in place, understood and followed. This includes all workflow, productivity and financial reporting aspects of MPS for internal use |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational**   * Support the development and delivery of the Digital & Change strategy to plan, cost and quality | * Corporate Strategic priorities Vs plan * Division Plan delivery Vs plan * Delivery of projects to plan |
| **Financial**   * Ensure that all spend is managed within organisation policy reporting on variance to budget to the Digital & Change leadership team | * Operational budget Vs Plan * Member numbers Vs plan * Income Vs plan * Retention targets delivered Vs plan * Cost of sales Vs plan * Operational budget Vs Plan * Return on education Vs plan |
| **Member** | * Net promoter score |
| **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. | * Delivery of Personal Development Plan to plan * One to one / performance review meetings Vs Plan |
| **Risk**   * Identify and report risks and issues identified within Digital & Change and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. | * Risk & Control Self- Assessments * Audit Actions |

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| **Responsibilities (RACI)** |
| 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** |
| * Liaise with key business representatives (KBRs) at all levels * Support the development and delivery of the strategy to plan, cost and quality * Delve into diverse data to unearth Insights that are relevant, action orientated and that lead to a measurable commercial benefit * Working with stakeholders to prioritise questions that can help optimise their approaches and decision making * Conduct analysis using internal and external data (e.g. Member, user, revenue, product, market, industry) to derive insights that will drive business decisions * Understand modern Industry trends, and develop in-depth analyses and reporting solutions that provide actionable insights * Analyse all aspects of technology performance, identifying levers for driving revenue and user growth, and presenting recommendations in either visual or written format * Support the technology teams with setting goals/KPIs and with key planning efforts as needed * Focus on process and continuous improvement of core projects through automation and process enhancement, and conceptualise and build centralised tools (including dashboards) that the teams can use to extract data / insights for daily business management * Drive operational excellence through identification and execution of opportunity areas that create efficiency, remove obstacles, or create improved processes and approaches to the business * Excellent attention to detail, with high standards of accuracy * Engage with stakeholders and programme teams to shape and scope upcoming projects * Prepare and carry out analysis plans for new projects * Acting as the data/reporting expert for a project, ensuring that business objectives are considered and met throughout the lifecycle of that project   Analysis:   * The performance of all tasks and production of appropriate project documentation to ensure the successful capture of requirements to support business change. This will typically involve: * Analysis and specification for reporting requirements * Design and delivery of performance information for key operational and business targets * Logical and physical data modelling   Technical Skills:   * T-SQL querying (2008/2012), Toad for SAP Solutions * Data warehouse specification, population and reporting * Data analysis tools such as SSAS, SSRS, Business Objects/Webi, SAP Lumira, Power View etc. * Producing process maps for new business processes / amending existing process maps * Producing business requirements specifications and other supporting documentation   Quality:   * Ensuring that the highest standards of quality are maintained for all documents produced, and during all interactions with KBRs, other MPS colleagues and 3rd party contacts   Planning / Estimating:   * Active contribution to the project planning process throughout the life of the project by providing their line manager / project manager with realistic and accurate estimates for the tasks they have been assigned * Monitor their progress in completing tasks versus their estimate, to highlight at the earliest opportunity where there is potential for variance, and to suggest pro-actively solutions that will mitigate / minimize the impact of these variations on the plan and progress of the project   Decision Making:   * Identify the most appropriate people from whom to elicit information, and also capable of deciding how best to resolve conflicting requirements (including knowing when to escalate issues). * Provide relevant information and guidance to senior management to help make major decisions and recommendations regarding business change projects |

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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** | * Able to deal with complex problems using innovative and industry leading techniques | * Advanced T-SQL * High levels of logical thinking & problem-solving skills * SSRS * Power BI * Relationship building / stakeholder management | * At least five years’ experience in a similar role * Ability to use analytical techniques at a strategic level to inform decisions, e.g. sizing opportunities, creating segments or clusters for focus. Techniques may include decision trees, regression, ML, clustering or segmentation * Passionate about working with data and creating Insights that can impact decisions in our business * Commerciality: able to tell a simple and persuasive story from multiple data sources to answer complex problems; making the complicated simple * Proven track record influencing, engaging with, and responding to senior stakeholders * Experience in working collaboratively across functions |
| **Desirable** |  | * Business Objects * Excel/VBA * Visio |  |