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| **Role title:** | MP&S Insights Analyst  | **Responsible to:** | MP&S Escalations and Quantum Lead  |
| **Division:** | Member Protection and Support | **Department:** | Governance Team  |
| **Direct Reports and Level:** | Nil | **Scope:** | Governance across MP&S – UK and International.  |
| **Scale:** | Nil  |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement, Level 2 | **Role Family** | Member Risk and Exposure |

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| **Overall Role Purpose** |
| The Member Protection and Support Division is at the forefront of protecting the careers, reputation and financial risk of our members worldwide. The purpose of the role is to provide, insights and analysis to support cases and claims handling excellence across the division to provide a service that meets MPS requirements supports service provision to members that is trusted and valued and provides fair treatment and outcomes. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Service Delivery** * Work with Leaders to provide written reports that draw conclusions, provide actionable insight and analytics.
* Work closely with the BI Centre of Excellence (COE) BI Data Analysts to provide critical business requirements that inform the COE development of standard and performance reporting. Maintaining relevance through understanding MP&S data requirements, business challenges, and strategic aims.
* Informed by insights and analysis derived from standard and performance reporting, identify opportunities for operational efficiency, performance management, and cases and claims excellence to produce better and more consistent outcomes for our members.
* Use insights to challenge and inspire strategy plans of line leaders and the Leadership Team.
* Improve insights capability and support MP&S with the identification of potential data integrity, and quality issues that may affect reporting and insights. Escalating issues ensuring any risks are appropriately raised.
* Support assigned projects/initiatives ensuring delivery of projects to time, cost and quality and demonstrate a return on investment.
* Adhere to all policy, procedure, and controls and deliver insights and analysis in accordance with agreed SLAs.
* Build strong stakeholder relationships to better understand business challenges and the strategic aims.
 | * Corporate Strategic priorities Vs plan
* MP&S plan delivery Vs plan
* Financial performance Vs plan
* Operational Metrics v SLAs
* Governance Framework in place and being actively managed.
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| **Financial*** Provide insight and analysis of operational metrics to maintain an effective and efficient governance function.
* Provide oversight on performance and governance compliance for internal stakeholders, and external partners.
* Manage all spend within organisation policy reporting on variance to budget to the Escalations and Quantum Lead and/or Head of Governance.
 | * Governance Operational MI delivered Vs Plan
* Operational budget Vs Plan
* Operational performance (KPIs) Vs plan
* Claims / Case performance Vs plan
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| **Member**Identify failings in current controls with a view to establishing the root cause and setting out recommendations for improvement.Liaise across the governance team and the divisions to support performance monitoring, KPIs and insights and analysis to assist decision making, operational performance and continuous improvement.Provide robust and well defined reporting requirements to the BI COE to ensure reporting is accurate and appropriate and seek to continuously improve service across the Division to ensure fair treatment and outcomes for members, drive cost and operational efficiency and compliance with associated regulatory, legal and policy standards set.Contribute to coordination of requirements from other Divisions on MP&S resource to support on Internal and external requirements and related activities.* 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
* Root cause analysis
* Member feedback
* Member Experience Scores
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| **People*** Take 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 learnings from Insights, Analysis, and MI/BI reports and make recommendations to inform policy and process improvements.
* Deliver regular feedback to the Escalations Lead and Head of Governance and work with the business areas (as appropriate) to perform compliance monitoring
* Develop own knowledge and skills in all areas of governance team in order to fully support the guidance, training and influencing of colleagues at all levels on governance best practice.
* Engage at all levels to champion data led initiatives and promote a data aware culture.
 | * One to One/performance review meetings Vs Plan
* Compliance with Training and Competence Schemes
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| **Risk*** Identify and report risks and issues across MPS to enable resolution and mitigation of potential impact on MPS, members, and colleagues.
* Establish appropriate processes and controls to manage the assurance within risk appetite, comply with policies and regulatory requirements (as applicable)
* Support the Head of Governance and work with Outcome and Quality Assurance to ensure that all learnings are used to coach the team for improved performance; influence policy/procedural improvements; inform escalations decisions.
* Provide technical support and guidance on, Health Care Protection, Discretionary Services and NHSR contracts
* Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures including those contained within the staff handbook.
 | * Risk & Control Self- Assessments
* Audit Actions
* QA Outcomes
* External auditing metrics
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| **Responsibilities (RACI)** |
| * Deliver all activities and initiatives in line with the Governance framework. Maintaining those principles, policies, procedures, and controls needed to deliver strategic and operational analysis required for effective control of the business and compliance with regulatory and legal obligations.
* 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.
* 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** |
| Participating in Data Governance groups as required; providing clarity of data issues, promoting best practice, and championing Data Quality  |

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

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| **Knowledge and Qualifications** | **Skills** | **Experience** |
| * Educated to degree level or equivalent experience
* Detailed knowledge of analytical techniques and methods
* Significant application of a range of insight and analysis techniques to drive business improvement
* Knowledge of Data Governance principles
* Knowledge of governance and compliance arrangements
* Knowledge of Microsoft Office (Word, PowerPoint, Advanced Excel Skills)
 | * 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
* Strong written and verbal communication/presentation skills; communicate and present effectively at all levels
* Ability to manage 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
 | * In-depth experience in distilling and driving insight through a business to deliver perceived value to stakeholders.
* Strong analytical and communication skills
* Compliance Reporting background
* 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
* Strong data and analytical focused background
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| * Strong knowledge in MP&S processes and procedures
* Understanding of cases and claims management processes.
* Power BI – the ability to consume and understand reports and dashboards, to drill down into BI and provide insights
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