

Job Description

Job title	Operations Data Analyst	Date: May 2022
Reports to (title)	Business Information Analysis Manager	
Contract/Department	Ops Management	Revision 1
Location	Eastleigh	

Job purpose

Describe the overall purpose of the job in two or three sentences.

Provide timely and effective management information reporting & systems support to the Business Information Analysis Manager.

Work with the operational and management teams to design and develop sustainable and scalable analytical solutions to support the operational need.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Support the Business Information Analysis Manager generating and analysing data and trend analysis across a selection of operational risk dashboards
- The creation, programming and presentation of MI and KPI reporting to account leads, senior leadership team and operational leadership team
- Support the design and development of analytics using the most appropriate data mining and visualisation tools
- Providing detailed reporting and analysis information and transferring knowledge to various areas of the business to aid decision making / improve performance.
- Interrogate and identify opportunities that can improve efficiency of business processes, particularly around the Enquiry Management Tool and associated projects
- Design and development of dashboards and associated reporting using visualisation tools such as Power BI and Smartsheet.
- Assist in troubleshooting software application issues including Excel, Power BI and Smartsheet
- Assist on specialist projects to create data collation efficiencies, develop visualisation boards and appropriate reporting to support business improvement activities
- Support in complex analytics application configuration to meet end user requirements while also configuring workflows, analyses, templates, reports and other application controls.
- Respond to related queries from internal as well as external clients ensuring a high level of customer satisfaction

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Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Proven ability to provide a high standard of support in operational reporting principles, including the ability to implement systems and processes and to proactively resolve problems
- Good level of interpersonal and communication skills, along with good presentation skills and ability to teach others use of technology solutions
- Demonstrated organisational and time management skills, including the ability to manage competing priorities, monitor and co-ordinate a range of prescribed processes, to achieve tight deadlines and desired outcomes with due regard to accuracy
- Prioritisation and planning is a key feature of this role, and the role requires that the individual should be able to manage their time to provide successful outcomes per the account KPI's /SLA's
- Strong IT skills with a good working knowledge of Microsoft Office including advanced level Excel skills with the ability to work confidently with statistical and DAX functions. Knowledge of SQL, Python or Tableau desirable.
- Proven experience in data mining, report compilation and dashboard visualisations in Smartsheet and Power BI
- Attention to detail and accuracy is critical along with a strong problem solving and analytical mindset
- Demonstrated ability to contribute as a member of a team to achieve positive outcomes and provide quality service to customers
- Data analytics certification/qualification such as Level 4 Data Analyst Apprenticeship or higher
- A patient and "customer first" manner essential for this role, and being prepared to go the extra mile to complete the task on time, and to high standard
- A proactive and "can do" approach is key to the successful outcome for this role
- Any other reasonable requests from your manager

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Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

- This role is 35 hours a week based in Eastleigh
- Some travel to various UK sites may be required
- May be required to attend roadshows/events

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>	<i>C</i>	<i>EMCOR Competency Level</i>	<i>Business Services</i>	<i>Training Profile UTC</i>	