Role Profile

Role Details

Role Title	MI Reporting Analyst
Pay band	6
Business unit	Finance
Reporting to	Senior Analyst
Date produced or updated	May 2018

Purpose of Role

To design and produce dashboards, management information reports and analysis. o respond to ad-hoc requests for analysis or management information in a timely manner. To support the Senior Analyst in providing analysis and insight on the behaviour and profile of NS&I's customers through projects and ad-hoc reporting.

To have knowledge of the NS&I databases including the Data Warehouse (DWH) including structure, content, capabilities and limitations. To provide appropriate guidance and interpretation of data to support decision-making across the business.

Key responsibilities

Producing and Managing Regular Reports
- To run and produce regular reports and dashboards to the agreed schedule and to meet specified deadlines
- To make reports and dashboards available to internal and external customers (ATOS) and communicate when reports have been updated
- To give guidance to internal customers to aid interpretation of reports
- Develop new regular reports and dashboard that meet internal customers' requirements
- To identify and follow up on any anomalies or issues spotted in the data when running regular reports
- To produce commentary to support dashboards and management information reports paying attention to trends and patterns observed, especially linked to areas of importance for the business
- To convert ad-hoc reports to regular reports when requested where there would be benefit in the analysis being repeated over time and viewed as trend information
- To produce job notes for regular reports and ensure these are kept up to date.
- To assist other members of the team in regular reporting and analysis

Cognos Reporting
- To provide Cognos processing and report production support for the non-working days of the part time Business Reporting Analyst (who works three days a week)
- To be able to operate all month end data uploading and reporting processes as well as to have an in depth understanding of how Cognos operates at NS&I
- Enhancing Cognos reports to make more efficient as well as having key figures readily available in the daily reports (i.e. run rate for Daily Sales and Daily Repays)Be able to extract data using Cognos upon request for analysis purposes
- Participate when needed on the outturn forecast decision on a weekly basis working with colleagues from the Product Team
- Keep up to date with latest economic environment and liaise with Market and Competitor team on relevant factors that affect NS&I's products to add to reports where necessary

Business Insight Intranet page
- To ensure the Business Insight intranet page is kept up to date with current versions of regular

reports
- To add new reports that are deemed suitable for publication
- To regularly check that all links to reports are in working order

Data Warehouse Development
- To test new or amended data items as they are made available for analysis, ensuring they meet NS&I requirements and that any issues are documented and fed back

Data Warehouse analysis
- To have in depth knowledge of the NS&I data warehouse structure, content, capabilities and limitations
- To be a proficient in the interrogation of the Data Warehouse by using Business Objects and SPSS PASW Modeler to support internal customers with a wide range of information requests, establishing the purpose behind analysis requests and ensuring the data provided meets their needs
- To provide support to internal customers by adding insight to observed customer behaviours and characteristics
- To support other team members with analysis needed for Forecasting and Pricing reports and formatting data in Excel
- Forecasting sales and repayments by product using different techniques.
- Delivering ad-hoc analysis as well as understanding internal customers' needs (e.g. data to use and formatting of reports)

Campaign Analysis Support
- To support the Data Analysts in the production of pre and post campaign analysis

Relationships

Please list the jobs and areas with which the post interacts. This should show internal and external relationships.

Internal	External
Colleagues within: Finance Retail Partnership Risk People and Strategy ATOS Data Warehouse Team	Customer data processing, matching and segmentation consultancy Analytical Consultancy

Person specification

Essential qualifications, experience and technical knowledge

Essential qualifications

Essential experience
- A good understanding of relational databases
- Strong reporting skills
- Ability to create dashboards/reports with very little direction
- Strong attention to detail, focussing on data accuracy and consistency

- Good planning and organisational skills with ability to prioritise own work across a number of parallel activities

Essential technical knowledge and skills

- In depth knowledge and practical experience of producing dashboards and analysis with Tableau
- Solid working knowledge of an analysis or reporting tool (Business Objects, SPSS PASW or Cognos preferred)The ability to clearly communicate results and findings from analysis and to explain the methodology employed

- Advanced knowledge of Excel (VBA desired)

Desirable qualifications, experience and technical knowledge and skills

- Strong communicator and collaborator with experience in building relationships
- Experience and understanding of Retail Financial Services sector

- Desire to learn new skills and to improve the analysis delivered to our internal customers
- Degree qualification in numerate, statistical or business subject

Competencies and values

Please read in conjunction with the NS&I Behavioural Based Competency Framework and give examples relevant to the role.

Customer Focus	Level (1-5)	2
Internal customers • Maintains and develops good and effective working relationships with internal customers, Atos Data Warehouse team and external suppliers. Challenges customer's reasons/purpose for requests, assesses with them what can be delivered and ensures that will meet their requirements • Seeks feedback from internal customers when analysis has been delivered and acts upon that feedback to improve the service delivered to customers. External customers • Demonstrate awareness of and attention to the fair treatment of customers		
Team working	Level (1-5)	2
• Cooperate with other teams and departments by providing pertinent reporting or analysis in support of business needs • Help and support other team members when needed, for example, covering absence or when other members of the team have a high workload • Learn new skills and try new ways of working for the benefit of the team. For example trialling new software and job shadowing		

Managing third party relationships	Level (1-5)	2

- Demonstrate awareness and understanding of third parties to NS&I including HM Treasury, business partners and delivery agents and their needs in broad terms.

- Respond constructively and professionally to requests and queries from third parties.

- Works collaboratively with suppliers and Atos data warehouse team to ensure objectives can be met in a way that is acceptable to both parties

Making decisions	Level (1-5)	2

- Recognises potential problems with data and analysis techniques as they arise and identifies when further investigation is required

- Ability to break problems with the data down to understand them more clearly

- Ability to assess impact of different solutions to meet analysis request

- Anticipates and challenges likely problem areas in meeting analysis requests or reporting delivery and proactively seeks to resolve them

Improving business performance	Level (1-5)	1

- Respond positively to opportunities to improve business performance within the scope of role

- Learn new skills and ways of working appropriate to my role and the needs of the business

- Anticipates and implements change through identification of areas for future reporting

- Demonstrate awareness of own strengths and development areas

Achievement orientation	Level (1-5)	2

- To give progress updates on own areas of work to contribute to the planning targets, milestones and deadlines for the team

- The ability to prioritise own workload and agree achievable deadlines with customers

- Seek ways to improve personal productivity

Leading others	**Level** **(1-5)**	**1**

- Accept accountability and responsibility for personal work objectives and performance standards
- Recognise and respect individual differences

Communication	**Level** **(1-5)**	**2**

- To be able to clearly communicate the results and methodology of analysis or reports and to adapt delivery to suit a range of audiences

- To be able to present data in a variety of forms including email, written reports, Power Point presentations and verbally