



Data Insight Analyst

Department:	Corporate & Customer Strategy
Report to:	Customer Data Manager
Job Family:	Design & Development
Career Family / Job Capsule:	Professional / Specialist Level
Key dimensions:	1 year FTC/ Secondment
Purpose of the role: Working within the Customer Data team, you will provide robust insights, analysis and analytical reporting to interpret results and inform key business areas on customer profiles, trends and portfolio analysis. This role will be responsible for implementing a new reporting tool and developing and delivering required dashboards and reports to inform business decisions. Another key responsibility will be to define and deliver customer value segments to enable the business to better understand the existing customer base, identify key insights and to recommend appropriate actions to retain and increase the value of key customer segments.	

**Key accountabilities:**

- Work with relevant stakeholders (internal and external) to ensure data is up to date, accurate and compliant with all data protection requirements.
- Understand business challenges & opportunities and identify where customer data could help support business decisions
- Provide insight and analysis to support and improve P&L performance
- Develop and deliver analytics reporting and dashboards as required by business areas
- Define and deliver customer value segments and be the champion of customer segmentation in the business
- Communicate knowledge, insight and recommendations in a way that is clear, succinct and action orientated.
- Support the Data Manager and other analysts in the design, construction and implementation of appropriate analytical processes which support business objectives.
- Implement all activities in line with agreed budgets and timescales.

Skills:

- Advanced knowledge of SQL (including Oracle) and Excel
- Experience of developing and delivering analytics dashboards and reporting
- Strong data & analytical skills & track record of delivery
- Strategic understanding – ability to connect data, analytics and strategic thinking
- Ability to present complex information clearly and professionally to a variety of audiences
- Strong attention to detail and accuracy of output
- Ability to work cross functionally to prioritise, schedule and work to deadlines
- Keeping up to date with the latest tools and trends
- Good understanding of the underlying key sales metrics in a B2C environment

Knowledge

- Educated to degree level or equivalent
- SAS/Data Industry Standard Qualifications
- Microsoft Office suite (Excel, Word, Powerpoint, Outlook)
- Deep understanding of Family strategy for the future
- Excellent knowledge of the analytics process including the security of data.

Experience

- A minimum of 2 years' analytical experience.
- A minimum of 2 years' experience using SQL.
- A strong knowledge of and experience of the full marketing mix including integrating multiple channels
- Hands on experience of working with both internal and external data/IT resources.



Values	<p>Our values define who we are as OneFamily. They come from the beliefs we hold, the way we behave and how we want to work together for our customers. For OneFamily this means:</p> <ul style="list-style-type: none"> ○ Better together ○ Being your best ○ Being innovative ○ Champion the customer's needs ○ Doing what's right <p>Our values are unique to our brand. They give us purpose and focus. They are vital in helping us all 'do the right thing'. If we are confident that we are true to our values, then we can be sure that we are doing the best for our customers.</p>
Adaptability	<p>This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their Line Manager. In addition, they may be required to carry out any other duties deemed appropriate within the role and expertise.</p>
Performance Management	<p>All employees have a responsibility to participate in regular one to ones with their manager and to identify performance standards of the post. As part of the performance management process every employee is responsible for participating in identifying their own training and development needs to meet the requirements of their role.</p>
Health and Safety	<p>Employees must be aware of the responsibilities placed on them under Health and Safety at Work Act 1974, and take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work.</p>
Equality and Diversity	<p>The Society is committed to building an environment where the diversity of its employees is valued, respected and seen as an asset to enabling delivery of the best possible service to our customers and colleagues. It is unlawful to discriminate directly or indirectly in recruitment or employment because of any of the nine 'protected characteristics' contained in the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Failure to comply with organisational policies on equality and diversity may result in disciplinary action.</p>
Confidentiality	<p>The unauthorised use or disclosure of customer or other personal information is regarded as gross misconduct and will be subject to disciplinary procedures, and could result in a prosecution for an offence or action for civil damages under the General Data Protection Regulations. (GDPR)</p>



Regulatory

- To comply, at all times, with all regulatory, statutory and legislative requirements so far as they relate to the role
- To abide by the Rules of the Society at all times
- To understand and comply with all Group Governance Policies, as appropriate to the role
- To delivery all apportioned and assigned accountabilities and responsibilities

Individual Conduct Rules

Rule 1	You must act with integrity
Rule 2	You must act with due skill, care and diligence.
Rule 3	You must be open and cooperative with the FCA, the PRA and other regulators.
Rule 4	You must pay due regard to the interests of customers and treat them fairly.
Rule 5	You must observe proper standards of market conduct.

Declaration

I hereby confirm that I have read and understood the content of this Job Description and Person Profile and I accept the content as an accurate description of the role which I am required to perform.

Job holders full name:

Job holders signature:

Date: