**Job Title: Data Operations Analyst** **Reports To:** Senior Data Operations Manager **Team:** Data Office

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| **ROLE AND CONTEXT** | **NEED TO DO** | **NEED TO KNOW** | **NEED TO BE** |
| **PURPOSE**  Support the Data Operations team to ensure that the Openwork Group has access to high quality and trusted information to assess performance, provide insight, and inform decisions.  **KEY ACCOUNTABILITIES**     * Provide regular reporting and data visualisation in Power BI and Excel, using a range of data for consumption by MI/BI consumers. * Utilise productionised datasets to develop semantic layers to support development. * Manipulate and analyse large data sets for sandboxing potential new data outputs, reports, or dashboards for MI/BI Consumers, and to inform what productionised data may be required. * Working with stakeholders to understand requirements and set expectations of what will be delivered. * Assist in identifying and overcoming data deficiencies and gaps in analytical capabilities. * Set MI reporting policies, PowerBI Standards, and contribute to reporting security model. * Build effective relationships across the Openwork Partnership to ensure successful delivery. | **KEY PERFORMANCE INDICATORS**   * Positive stakeholder feedback that needs are supported – and they are able to access the data they need to make decisions and support our customers * Continual improvement of data service, measured by improved output * Support of data strategy delivery   **RELATIONSHIPS**  Internal   * Data Engineering Team * Data Change Programme * Senior Executives * Channel Directors * Senior Managers * Finance Business Partners * IT * Other functional personnel / key managers   External   * Other consultants as appropriate * Openwork Advisers * Third Party providers   **DECISION MAKING**   * Judgements within broad parameters * Process improvement within controls framework * Customer (internal and external) service decisions * Interpretation of data requests to ensure we provide with what Is required as well as anticipating further data requirements. | **QUALIFICATIONS / EXPERIENCE/ KNOWLEDGE**   * Experience in delivering data to customers, for example production of reporting and information - Financial Services extremely desirable * Experience with Agile working for delivery of reports and datasets * Experience of SQL, Microsoft Excel and Microsoft Power BI * Understanding of ETL, and other data structuring concepts   **SKILLS AND COMPETENCIES**   * Numerate and investigative – gets to the root of problems and does not accept the first answer * Skills in identifying and analysing problems, identifying & evaluating options, and sound decision-making skills. * Advanced/Expert skills for large and multiple data set manipulation & reporting with using SQL * Ability to apply judgement to situations requiring balance between time and accuracy * Excellent stakeholder management skills | **OUR BEHAVIOURS**  **IT’S PERSONAL:** We treat everyone with empathy and as an individual.  **IN PARTNERSHIP:** We always remember we are in this together.  **WE DO IT RIGHT:** We’re here to build trust and deliver peace of mind.  **WE BELIEVE:** Everyone can make a difference.  **INTEGRITY**  Working at all times lawfully and in accordance with pre-defined regulatory, compliance and financial requirements e.g. Data Protection, Financial Crime, Code of Conduct, Health and Safety and Financial Conduct Authority Standards.  Working at all times in accordance with procedures, group / company policy and processes. |