**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. |