

Role Profile

Role Title: Business Intelligence Analyst

Department: Business Solutions

Reports To: Business Solutions Team Leader

Purpose of Role: To facilitate the complete report development lifecycle from gathering requirements, report design & build through to analysis of output.

Key Accountabilities:

Day-to-day:-

- Capture and understand requirements for new reports and data-sets.
- Interpret and challenge ad-hoc requests in order to help customers articulate their requirements.
- Design and build automated solutions in Power BI/Report Builder.
- Write reports underpinned by clean, logical and efficient SQL.
- Demonstrate understanding of such reports by providing complimentary, written commentary.
- Extract the relevant data from internal systems and present back in a clean/consistent format. Verbally communicate with our customers on any information being presented.
- Maintain existing reports following update requests and bug fixing.
- Peer test and review other team member's work.

Wider responsibilities and objectives:-

- Challenge the internal use of data and current solutions. Present viable options for ways in which it can drive improvement.

Essential Competencies

- Experience of producing Management Information.
- The candidate will have a desire to understand the information presented and the decisions it helps facilitate.
- The candidate will be confident in challenging senior stakeholders on their requirements if required
- Ability to present detailed information to both technical and non-technical audiences
- Strong attention to detail.
- Strong Analytical / Numerical skills
- The candidate will have the accountability to check their own work.
- Ability to apply business questions to the systems in place.

Essential Skills/Qualifications:

- Power BI/Report builder or equivalent Business Intelligence tool.
- SQL – written queries from scratch for report development.
- Intermediate knowledge of Excel (Pivot tables).
- Confident communicator (Written and Verbal).



Desirable Attributes

- Knowledge of financial services, in particular Mortgage lending or servicing
- Knowledge of business operational functions
- Prior experience working in reporting departments.
- Understanding of outputted data (What it means and how it can be used practically).
- Adaptable to the needs of the team and wider business, able to multi-task across requests covering different business areas and processes

Our people embrace our values:

Fair - We are open minded and make unbiased, consistent decisions.

Accountable - We take ownership of situations so that our customers experience efficiency.

Customer first - We understand what our customers want and build strong relationships.

Transparent - We communicate clearly and concisely, ensuring that we are open with information.