

Channel Analyst	
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What this job is really like:	
<p>Jobs like this involve carrying out a full range of analytical activities to support the effective operation of the business. Your role involves organising, structuring and performing basic analysis on different types of internal data to produce focused management information. You will spend the majority of your time conducting research, analysing information, and producing reports. You will have excellent analytical and problem solving skills, and be able to communicate detailed/complex information to a wide and varied audience. You will work with internal customers to identify and agree their information requirements, designing and in some cases producing the associated management information reports. Your key contributions are to QBR's, Dashboards, Operational Planning, etc. You will also produce and deliver regular and ad-hoc management information reports to meet internal customer requirements. You will be responsible for managing specific information and/or producing specific reports. You will work closely with those in Management Information to translate between the business and the systems.)</p>	
The Jobholder is typically responsible for:	This job will typically be measured with the following KPI's
<ul style="list-style-type: none"> • Identifying, specifying, collecting and validating information requirements from a range of sources to facilitate the production of relevant management information. • Conducting complex analyses using appropriate methods and tools to produce timely, accurate, insightful and focused management information and reports. • Conducting basic analyses on different types of internal data to produce timely, accurate, insightful and focused management information and reports. • Designing and producing reports and management information for relevant stakeholders in appropriate formats to support and inform business activities and decisions. • Setting, tracking and reporting process performance metrics • Reviewing customer experience and supporting business processes to identify and document improvement opportunities • Facilitating and/or supporting any workshop required to collect information, share data/fact driven insights and develop models • Participating in planning and implementing business improvements to facilitate business operations. • Producing and providing clarification on periodic or ad-hoc reports or analyses to support operations. 	<ul style="list-style-type: none"> • Provision of accurate and up-to-date information • Quality, timeliness and commercial appropriateness of outputs • Feedback from colleagues • Improved customer KPIs • Internal client satisfaction • Operational efficiency gains. • Personal contribution to team productivity
Size & Scope:	Jobholder Requirements
<ul style="list-style-type: none"> • [When creating Hybrid leave this section blank, this will be completed when creating the 'specific' profile] 	<ul style="list-style-type: none"> • [When creating Hybrid leave this section blank, this will be completed when creating the 'specific' profile] • []
Regulatory Requirements:	
<ul style="list-style-type: none"> • [When creating Hybrid leave this section blank, this will be completed when creating the 'specific' profile] 	

A good contributor in this role will typically be able to demonstrate:		
Core Skills & Knowledge	Functional Skills & Knowledge	Track Record
<ul style="list-style-type: none"> Communicating Effectively – Intermediate Planning – Intermediate Understanding the Data – Advanced Using Judgement – Intermediate Delivering Results – Intermediate Understanding RSA – Intermediate Working effectively – Intermediate Building Effective Relationships – Intermediate 	<ul style="list-style-type: none"> Business Improvement – Basic Programme/Project Management – Basic Research, Insight & Intelligence – Intermediate 	<ul style="list-style-type: none"> Experience of working in a demanding customer focused environment Experience of using a variety of systems & databases Operational experience Experience of data and information administration Experience in information analysis methods and tools
Possible next career steps include:		
<ul style="list-style-type: none"> Analyst roles in Change, Strategy & Planning, Operations Control or in another business function Analytics Specialist Operations Team leader (e.g. for a customer facing team in customer services) Project or Change Manager Technical roles within Underwriting or Channels 		