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| **Job Family** | **Change** | **Banding: 4a** |
| **Job Role:** | MI & Reporting Analyst |
| **Summary:** | Acting as a support for the Change team by demonstrating analytical thinking and problem-solving skills to:* Support BAU change activities
* Test third-party services
* Contribute to the organisation’s transition to cloud-based services
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| **Purpose:** | Support business decision-making and change initiatives through the provision of Management Information (MI), reporting, and business analysis. |

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| **What I Do:**  | **How I Work:** | **What I Can Do:** |
| * Design and maintain MI dashboards and reports using CXAIR and advanced Excel (including Power Query, PivotTables, and VBA).
* Author advanced SQL queries and apply data mining techniques to extract actionable insights from complex datasets.
* Build wireframes and mock-ups for reporting tools and dashboards to support stakeholder engagement and solution design.
* Lead testing of third-party systems and services, documenting results and resolving issues before handover to business UAT.
* Support BAU change activities such as rate changes, data provision, and third-party functionality requests.
* Collaborate with business users to gather requirements and translate them into technical specifications.
* Maintain documentation of reporting processes, data definitions, and system changes.
* Support continuous improvement by identifying opportunities to automate and streamline reporting and analysis.
* Contribute to the organisation’s readiness for cloud-based services and data platforms.
 | * Analytical thinking
* Problem-solving
* Stakeholder engagement
* Attention to detail
* Data visualisation and storytelling is an advantage.
 | * Experience in a Business Analyst or MI/Reporting Analyst role for a minimum of 2 years.
* Demonstrate an understanding of UAT and system testing.
* Familiar with writing and optimizing complex SQL queries to extract, transform and analyse data from large and varied datasets.
* Hands on experience with data mining techniques to identify patterns, trends and actionable insights that support business decision-making.
* Advanced skills in Excel and VBA.
* Familiar with CXAIR for MI and reporting.
* Experience of visualisation software and dashboard creation.
* Experience working within financial services would be beneficial
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