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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 | |
| **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 |

