

## JOB DESCRIPTION

Job Title:	Date & Version Control
Data Analyst	Date: December 2023
Reports to:	Version:
IT Operations Manager	1.0
Direct Reports:	Produced by:
None	Head of IT & Change

### Job Purpose & Scope

The Data Analyst provides expertise in the development and maintenance of business reporting for the Society. The MI Analyst will maintain knowledge of data to provide management information, request fulfilment and incident management support. The MI Analyst works behind the IT Service Desk with responsibility to fulfil requests and resolve incidents according to agreed service levels. Responsibility for managing internal customer expectations and acting as a positive representative of the department at all times is required in this role.

### Duties and Key Responsibilities

#### Main areas of work

- Developing and maintaining MI reports to meet business and regulatory requirements.
- Maintaining documentation such as data dictionaries to enable business users to create and interpret MI reporting.
- Interpreting requirements and developing applications to meet business needs.
- Providing advice and guidance to internal customers in response to queries submitted to the IT Service Desk.
- Managing routine maintenance such as data erasure procedures.
- Diagnosing and resolving incidents including investigation and troubleshooting.
- Implementing standard changes and fulfilling service requests.
- Following processes and standard operating procedures.
- Providing technical support to IT projects by contributing to solution research, design and implementation.
- Maintaining technical knowledge and awareness of industry developments.

#### Conduct Rules

All employees are expected to act in accordance with the PRA and FCA Conduct Rules:

- You must act with integrity
- You must act with due skill, care and diligence
- You must be open and co-operative with the FCA, the PRA and other regulators
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct
- You must act to deliver good outcomes for retail customers

#### Financial Crime

All employees are expected to:

- Be aware of their personal legal obligations and the legal obligations of the Society in relation to Financial Crime
- Be aware of the Society's Anti-Money Laundering systems and controls and follow the Society's procedures

- Be alert for anything suspicious in respect of money laundering or fraud and report any suspicions in line with internal procedures
- Do not discuss any suspicions with anyone outside of the Society and do not 'tip off' a customer or prejudice an investigation

## Person Specification - Data Analyst

<b>Qualifications &amp; Knowledge</b>	<p>Essential:</p> <ul style="list-style-type: none"> <li>• Knowledge of configuring data warehouse or data management applications</li> <li>• Demonstrate expert understanding of relational databases</li> <li>• Writing and interpretation of Oracle PL/SQL or T-SQL</li> <li>• Producing graphical reporting using data warehousing or similar applications</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• A relevant qualification or proven experience is desirable</li> </ul> <p>Regulatory Knowledge (Internal Training Provided):</p> <ul style="list-style-type: none"> <li>• TCF/Conduct Risk</li> <li>• FCA Regulation – BCOBS &amp; Senior Manager Regime/Certification Regime/Conduct Rules</li> <li>• Anti-Money Laundering</li> <li>• Data Protection Act</li> <li>• Equality Act / Equal Opportunities</li> <li>• Complaints Procedure</li> <li>• Health and Safety</li> </ul>
<b>Experience</b>	<p>Essential</p> <ul style="list-style-type: none"> <li>• Developing and maintaining complex MI reports for financial services ideally relating to mortgage or savings products.</li> <li>• Working with non-technical business areas to produce MI to produce accurate reporting requirements and MI/OI reports.</li> <li>• Working in an ITIL aligned service operations environment</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Experience with creating MI reports for regulators such as PRA or FCA.</li> <li>• Working with financial services applications (mortgages and savings)</li> <li>• Automating creation and delivery of MI reports</li> <li>• Managing data integrity</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Able to work to project deadlines and within ticket response and resolution SLAs.</li> <li>• Capable of learning new technologies according to business needs or vendor requirements.</li> <li>• Proficient communication with technical and business orientated people.</li> <li>• Aptitude for problem solving and a keen eye for detail.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Working hours are flexible according to individual and business needs between Monday to Friday 0800 – 1800</li> <li>• The need to work beyond these hours is sometimes required to meet business needs or respond to high priority incidents.</li> <li>• Travel to branch locations or third-party suppliers is required occasionally.</li> </ul>