

POSITION DESCRIPTION

REPORTING ANALYST



**Reporting to: Manager - Customer and Channel Insights**

**Date: (Updated) Dec 2018**

### Role Responsibilities

*To encourage flexible work practices and to accommodate changes in responsibilities in line with business requirements, this document describes broad role responsibilities rather than detailed tasks*

- To develop, maintain and deliver operational business reporting to the Direct Connect Management team.
- To design and develop effective & sustainable reporting processes.
- To manipulate and analyse data in order to identify trends, issues and business improvement opportunities

### Reporting and analysis

- Understand, uncover and provide actionable insights about our customers and channels
- Perform data mining and trend analysis across multiple data sources to support business needs
- Deliver operational reporting structures to meet business requirements and maximise business intelligence
- Perform analysis and develop insights on business performance against targets

### Information management

- Manipulating and preparing data tables for analysis using known ETL techniques on our internal and external data sources.(eg: Gentrack, Salesforce, Property Listings and Address Data etc)
- Contribute to the development of governance strategy and design solutions
- Identify and mitigate data integrity risks and issues
- Proactively guide internal customers with determining their information requirements and recommend appropriate business solutions

### **Stakeholder relationships**

- Proactively collaborate with internal customers to identify improvements and drive reporting outcomes
- Build relationships with external stakeholders and regulatory bodies

### **Required Competencies**

Adaptability  
Communication  
Customer Focus

### **Preferred Experience/Qualifications**

Advanced MS Excel experience and skill (required)  
Experience in MS SQL (highly valued)  
Experience assessing and analysing data  
A strong operational background - Contact Centre, Sales or Administrative experience desirable  
Good knowledge of Direct Connect processes & procedures (internal applicants)  
Attention to Detail (Accuracy)

## Our Values

- Safety
- Agility
- Decency
- Courage
- Ownership
- Teamwork