



ROLE PROFILE

Job Title	Business Insight Analyst
Department	Reporting and Analytics Team - USA
Primary Location	Working From Home
Role reports to	Director of Reporting and Analytics USA

Job Purpose

We are looking for a Business Insight Analyst to analyse and interpret data, providing insight across various client activities to drive decision-making and deliver real business benefit to both BPA Quality and our clients.

Highly skilled in all aspects of data analytics, including mining, generation and visualization the Analyst will identify trends and create models, transforming data into readable, goal-driven reports for continued innovation and growth.

This position will also leverage Speech Analytics technology, to explore and generate additional data sources based on client needs.

The meaningful results pulled from the raw data will help the business and clients make important decisions by identifying various facts and trends.

You will have a proven track record of adding value through business analysis, producing analytics and interpreting results to deliver data driven insight & recommendations.

Key Responsibilities

- Carry out analysis work, interpret results and make recommendations to ensure continuous improvement of client and internal operational activities across the business
- Develop and maintain queries and categories in Speech Analytics platform to mine for meaningful data in call recordings
- Work closely with the Client Management to deliver actionable insights to relevant decision-makers
- Work with management and users to gather requirements, provide status updates, and build relationships
- Carry out analysis work, interpret and make recommendations to ensure continuous improvement for all projects, applying statistical techniques where appropriate
- Develop, implement, and maintain leading-edge analytic systems, taking complicated problems and building simple frameworks
- Identify trends and opportunities for growth through analysis of complex data sets
- Proactively analyse data to answer key questions from stakeholders or out of self-initiated curiosity with an eye for what drives business performance, investigating and communicating areas for improvement in efficiency, productivity, processes and procedures

- Ensure that data outputs are delivered on-time, within scope and within target expectations
- Implement routines to monitor and track progress on all activities
- Create and maintain comprehensive process documentation
- Write best practice reports and presentations to summarise analysis, results and recommendations; deliver these to project managers and senior stakeholders based on data mining, analysis and visualisation

Other Tasks

- Attend adhoc meetings as required
- Attend all training required in support of your role and as necessary to develop additional skills and competencies
- Ensure compliance with all health and safety regulations and procedures, maintaining safe working practices and conditions
- Comply with all BPA policies and procedures and maintain the highest standards of client and internal information confidentiality
- Support the success of BPA by carrying out any additional activities/duties identified as necessary for the role

Skills & Experience

3+ years experience working in an analytical role with:

- Extensive experience of data manipulation and visualisation in Excel including charts, complex formulas and pivot tables
- Experience of SQL databases including design, maintenance and application of tables and queries
- Experience of data analysis & visualisation tools using, for example, SPSS, Minitab or R
- The ability to explain basic statistical terms to non-technical stakeholders
- Strong numerate, statistical and analytical background, preferably with a relevant degree
- Mapping out processes and making recommendations for improvement, for example, using Lean techniques
- Ability to present in a clear and concise manner to various levels across the business, both verbally and in written documentation
- Strong data evaluation skills
- Experience with being part of complex data management projects, preferably including all phases of the project life cycle from scoping and planning, requirements gathering, design, development, testing, and go live through to evaluation
- Ability to identify and implement required actions quickly in order to accomplish goals, eliminate roadblocks, and create focus
- Excellent communication, relationship building and stakeholder management skills
- Multi-channel, call centre / customer service & support experience within a business and/or technology environment is also desirable.
- Identifying opportunities for process and system improvements
- Conducting Rapid Improvement Events to change processes and systems and implementing changes

Desirable Qualifications

- Bachelors degree in a related field and/or
- A relevant Business Analysis qualification

Behavioural Competancies:

- A proactive and self-motivated approach
- The desire to consider continuous process Improvements
- A positive, innovative and collaborative approach to problem solving
- Applies initiative and creativity in Data use
- Passionate about working with Data
- Forward focussed with an invested interest in future operations and processes
- Desire to add value to the business
- Develops detailed understanding of requirements and business opportunities
- An inquisitive approach to Research and Development