Job Description



JOB TITLE: MI Analyst

GRADE: 4

REPORTING TO: MI Lead

LOCATION: Swansea

# **ABOUT US:**

ERS is the UK's largest specialist motor insurer with an A+ rating. We recognise that for some, motor insurance is more than just a must-have; it's a way of taking care of what stands at the heart of their passion or livelihood. For those people, standard insurance isn't enough. That's why we work exclusively with motor insurance brokers to help get under the skin of the most difficult insurance risks, helping build products to meet their customer’s needs.

**THE ROLE:**

To support the total business in the creation and production of performance and planning activities by way of structured resource modelling and change analysis. To supply the business with consistent and meaningful insight into Management Information (MI) whilst remaining flexible and adaptive to changes in the environment.

**KEY RESPONSIBILITIES:**

* To supply the business with consistent and meaningful insight whilst remaining flexible and adaptive to changes in the environment
* Work closely with internal customers at all levels to understand and specify MI requirements.
* Develop, test, produce, maintain and analyse multiple data streams
* Proactively provide recommendations from existing MI and identify opportunities to innovate
* Ensure outputs are accurate at all times and that production flow is efficient
* Ensure requests are managed, documented & prioritized appropriately
* Maintain data governance obligations
* Perform any other duties as reasonably requested according to the needs of the Company

**KEY DESIRABLE ATTRIBUTES:**

* Experience of working within a large volume operational environment.
* Experience working with AVAYA ACD.
* Experience of working with workforce management technology.
* Previous experience of insurance/motor insurance environments.
* Previous experience in a similar role.
* Advanced knowledge of MS Office Systems (Excel, Access, PowerPoint, and Word).
* Advanced knowledge of VBA & SQL languages.
* Knowledge of SSRS & Power BI.

**KEY PERSONAL DESIRABLES:**

* Organised
* Motivated
* Adaptable
* Creative
* Confident Communicator
* Accurate
* Analytical

Name (PRINT): .…………………………………………………………………

Signature: …………………………………………………………………………

Date: …………………………………………………………………………………