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| **Name:**  |  |
| **Job Title:**  | MI Lead |
| **Level:**  | 4 |
| **Reports To:**  | Head of Shared Services |
| **Location:**  | Swansea |

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| **Purpose:** To support the total business in the creation, efficient production and insightful analysis of data. Working closely with internal customers at all levels to understand, specify and supply consistent and meaningful MI whilst remaining adaptive to changes in the environment. To effectively lead, motivate and manage the smooth running of a team whilst maintaining optimum efficiency and control of costs in line with the Company business plan. To create an atmosphere amongst employees of professionalism and performance in keeping with our culture and company values.  |

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| **Key Responsibilities:*** As the leader of a small MI team you will be expected to allocate an appropriate amount of time to developing, testing, producing, maintaining and analysing multiple data streams.
* Plan, organise and lead a team of MI Analysts to achieve the highest levels of effectiveness and service within budget whilst maintaining quality standards.
* Monitor communication with customers and service providers ensuring that all established standards are met or exceeded.
* 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.
* Production of reports and statistics for wider publication. Provide support to Line Manager where appropriate assisting in the production and submission of MI.
* Ensure requests are managed, documented and prioritised appropriately and maintain data governance obligations.
* Lead by example in identifying and achieving continual quality, business and performance improvement opportunities.
* Delegate effectively to ensure each team member is adequately resourced and that work is allocated according to experience and developmental needs of individuals to meet business standards and requirements.
* Develop and coach the team ensuring that levels of competence are in line with role requirements including identifying and implementing employee development needs and mandatory regulatory requirements.
* Manage team member performance through regular 121’s, team meetings and performance reviews.
* Proactively identify and address poor performance issues, advising on scope for improvement, enforcing effective discipline and ensuring a clear development plan exists for all employees within the team.
* Manage absence e.g. return to work interviews, holiday allocation Participate in the recruitment, selection and on boarding processes of team members. Identify trends and remedy of any recurring or systemic problems
* Ensure review/monitoring of team to meet key performance targets for the specialist area and taking appropriate action to support and encourage team to exceed their individual and team KPI’s.
* Responsible for understanding and applying all company policies and procedures to ensure service standards are met in accordance with internal service levels agreements including FCA/PRA/DPA requirements.
* Embody and amplify the ERS values in all aspects of day to day activity ensuring that all interactions and engagements are carried out with the highest ethical and professional standards and that all work is accomplished with quality and in accordance with ERS values

*The above duties and responsibilities are not an exhaustive list and you may be required to undertake any other reasonable duties compatible with your experience and competencies. This description may be varied from time to time to reflect changing business requirements.*Skills & Experience:* Proven prior experience of managing resources and the balance between service delivery and operational efficiency
* 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
* Knowledge of SSRS & Power BI
* Advanced knowledge of MS Office Systems (Excel, Access, PowerPoint, and Word)
* Advanced knowledge of VBA & SQL languages

 **Core Competencies:*** Strong Interpersonal and relationship building skills
* Developed and proven people management and leadership skills
* Organised
* Motivated
* Adaptable
* Creative
* Confident Communicator
* Accurate
* Analytical
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| **Name (PRINT) :**  |  |
| **Signature:**  |  |
| **Date:**  |  |