**Role profile**

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| **Role Title** | Business Intelligence Analyst |
| **Business Division** | Commercial |
| **Grade** |  |
| **Report to (role title)** | Head of Commercial |
| **Version** | v1 |
| **Job Code** |  |
| If you would like this information in another format please contact:  **Corserv Head Office**  **Chy Trevail**  **Bodmin**  **PL31 2FR**  Email: recruitment@corservltd.co.uk  corservltd.co.uk | |

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| Financial | Direct financial accountability: £0  Indirect financial accountability: 0 |
| People Management | Number of direct reports: 0  Number of indirect reports: 0 |
| Working Conditions | No unusual hazards (less than 20% of the time) Minimum precautions required (more than 20% of the time)  Some precautions required (more than 50% of the time) Precautions required (more than 75% of the time) |
| Physical Activity | Minimal Light  Moderate Heavy |
| Work Demands *(tick all that apply)* | Work to deadlines Frequently changing  Managing conflicting priorities Not normally interrupted or subject to change |
| Work Context | No/minimal risk to personal safety Potential risk to personal safety  Moderate risk to personal safety Substantial risk to personal safety |

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| **Role Purpose**  Help the business to leverage internal and external data and identify trends, risks and opportunities to improve business efficiencies, productivity and income. |
| **About the role**  Our Business Intelligence Analyst will be responsible for identifying and collating all relevant data and providing analysis and insights to the management team to help influence business decision making.  We are looking for a proactive team member who can interpret data and present the analysis in a clear and concise manner, providing valuable actionable insights and recommendations. You’ll be a great communicator with strong commercial awareness, passionate about using data to effectively drive change.  This is a varied role in a dynamic industry and will play a key influencing role in the business at an exciting time of recovery and growth. |
| **What you'll be doing**   * Extract, validate, cleanse and analyse data from across the business and external sources in a timely manner, producing business reporting and dashboards to help colleagues monitor, control and inform decisions that improve business performance * Provide the necessary data and analysis for regular corporate reports to summarise performance trends and critical risks for the Senior Leadership Team * Work closely across the business to provide both proactive and requested reporting and analysis to provide insight for business reviews, governance and delivery against SLAs and KPIs * Drive remedial action and continuous improvement of data quality * Conduct analytical reviews of our current data to identify any trends, business opportunities or insights and provide commentary and context as outputs * Facilitate the use of data, reporting and dashboards in colleague's day to day roles * Develop a good understanding of source data, documenting this and improving data management over time * Reporting of statutory information to CAA and other statutory bodies as appropriate * Over time increasing the level of automation and self-service for colleagues * Elicit and define requirements for key functional initiatives and projects - gaining an understanding of the true needs of the business. Identify capability and/or data gaps, analyse business scenarios and processes, evaluate options, and propose recommendations; bridge the gap between business requirements and technical specifications * Support the Business Development and Marketing functions with market and campaign data analysis * Produce scenario analysis to evaluate commercial opportunities * Ad-hoc tasks as required of the role from time to time |
| **How you’ll be doing it**  **Collaborative**   * Working with wider teams and clients to deliver success * Valuing a team approach to projects and challenges within your role * Using group resources effectively to produce results * Be an effective communicator at all times   **Innovative**   * Seeking opportunities to improve process and embracing new ideas and technology with positive change in mind * Challenging practices where progress is limited   **Positive**   * Remain optimistic in the face of change and drive forward to support growth and success * Demonstrate a commitment to the group objectives and vision and take actions accordingly   **Focus on Excellence/Commitment to Quality**   * Deliver value and service to customers, both internally and externally * Ensure quality underpins approach, methods and results * Stay up to date with best practice and align your approach accordingly * Take a strategic approach towards your work, ensuring it delivers value to the group as well as our customers * Consistently deliver results to a high standard * Ensure safety is at the centre or your operational approach   **Trust**   * Build brand reputation by honouring agreements, appropriately managing expectations and being open and honest in all interactions * Value the knowledge and experience of your teams in delivering a great service * Empower your teams to succeed and be empowered to make a positive influence within the group   **Leadership (if applicable)**   * Lead by example at all times and deliver best practices * Support the ongoing development of your teams and actively engage in performance management behaviours * Inspire commitment and engagement in your teams * Take accountability for your team and yourself |
| **Qualifications**  The following qualifications and experience are essential:   * Advanced knowledge of Microsoft Excel and Power BI to prepare and analyse large datasets * Proven ability in translating complex data specifications into usable datasets across all types of non-financial and financial data * Exceptional ability to work with raw data and skilled in managing, interpreting, and evaluating activities using qualitative and quantitate data * Strong knowledge of SQL and ability to write complex queries * Creative data visualisation skills   The following qualifications and experience are desirable:   * Educated to Degree Level or equivalent * Aviation industry experience * Advanced knowledge of Microsoft Office Suite in particular PowerPoint |

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| **Other requirements** | |  | |
| Full Valid driving licence | | YES/NO | |
| Obtain CRC & CTC clearances | | YES/NO | |
| The duties of the role involve travel on a regular basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle. | | YES/NO | |
| This role has been identified by the organisation as safety critical | | YES/NO | |
| This post is subject to overtime (where approved/appropriate) | | YES/NO | |
| This post is subject to the Company’s Flexitime Scheme | | YES/NO | |
| This post is subject to a criminal records disclosure check | | YES/NO  BASIC/ENHANCED  CHILD/ADULT | |
| **Approving Manager** | Amy Smith | |
| **Approving Business Divisional Head** | Amy Smith | |
| **Approving Director** | Sam O’Dwyer | |
| **Date** |  | |