



Reporting and Insight Analyst – Job Profile

Here at Lifeplus people are at the heart of what we do. Each Lifeplus colleague is a key part of who we are.

We value everyone who works with us and do all we can to create an environment where mutual respect, trust, collaboration and a shared sense of purpose drives all that we do. We strive for our people to feel valued and to have fun at work.

We're looking for people to join the Lifeplus team that want to work for a unique company with lovely, kind and generous people.

We have a network of associates that are passionate about Lifeplus products and people. They contact our Customer Service centre in St Neots with their product orders and questions.

The Insight Analyst role will support the MI Analyst and be responsible for updating a series of existing reports. The role will be responsible for responding and delivering against ad-hoc requests from the Operations team for insight and visibility while supporting the MI Analyst with deeper analysis of challenges or potential improvement opportunities. The role may include the presentation of findings to support the ongoing development of the service.

The role will include but is not limited to:

- Importing data into the database
- Maintaining data in the database
- Update/delivery of Contact Centre reports
- Extraction of data for ad-hoc analysis and reports for the Contact Centre management team
- Provide ad-hoc analysis/insight for the Operations team

Key Attributes:

- The ideal candidate will have a contact centre/commercial reporting and analysis background
- Knowledge of statistical modelling and analytical methodologies is preferred
- Ability to identify data sources

Required skills:

- Advanced in MS Excel/PowerPoint/Access
- Proven experience in working with databases such as Access and SQL server (queries, manipulating, and importing/exporting of data in a database environment)
- Ability to present information in an intuitive, logical and highly polished format
- Ability to convey complex concepts visually and verbally
- Strong attention to detail
- Strong stakeholder management skills with excellent communication skills
- Ability to react quickly to changes in requirements
- Ability to work independently and as part of a team

Key Relationships:

- Reporting to the Workforce Planning Manager
- To work closely with the Planning and Development Manager to assist with regular reports and presentations
- To support the MI Analyst with the continued development of solution platforms as well as with deeper analysis/insight
- To work closely with the Director of Customer Care and Transformation to drive insight and to aid strategic and operational Initiatives
- To provide reports and feedback on KPI and unit performance to Contact Centre Operations Managers
- To assist the IT Department in the development and implementation of system changes as well as the configuration of customer contact system

Working Hours:

Monday to Friday between the hours of 7am-6pm – Total of 37.5 hours per week

The responsibilities and attributes listed above is indicative it is not exhaustive and is not designed to limit or inhibit the way we work or how the role develops. This is intended to be a fluid document and indicates how we currently see the role.

- Please note: The successful applicant will be required to undertake a criminal record check.
- Please advise us in advance if you have any special requirements if you are asked to attend an interview.