

Job Title	Management Information Analyst
Reporting to	Operations Solutions Manager
Post Number	JD1322 V1
Department	Container Division
Location	Felixstowe

Job Purpose

The role's key purpose is to effectively and efficiently deliver Management Information (MI) and Business Intelligence (BI) requirements to the business, including both measurements and insights to key business areas such as Operations, Finance, Human Resources and Commercial.

The role holder will contribute to continual improvement process by producing detailed recommendations and initiatives taking into consideration safety and budgetary constraints. They will take ownership of both data requirements and quality, working closely with both internal and external suppliers to deliver MI & BI requirements of internal customers.

Acting as the focal point for MI / BI, the role holder will manage data related requirements for the business, providing a high-profile service that includes liaising with and managing senior stakeholders, and providing them with essential information, reports and visualisation solutions.

Main activities and responsibilities

- Accountable for delivering BI /MI Requirements to key Business Areas and Stakeholders.
- Accountable for continuously ensuring data quality and suitability.
- Accountable for regular reporting and ad hoc service in respect of tracking performance of both improvement initiatives and day-to-day operations.
- Accountable for personally delivering timely, accurate and actionable reports and insights, ensuring resources are allocated to the most commercially important tasks.
- Accountable for maintaining a "data dictionary" of key data elements and KPIs such that their calculation and understanding is clear to all stakeholders.
- To proactively develop knowledge of data sources, best practices and processes, including how best to use MI / BI to support business development.
- To work with areas of the business and external suppliers to ensure the most effective means of storing, processing and utilising key data.
- Be the key interface between data requirements and the wider business.
- Proactively engage with business case development for new services or business improvements.
- Use advanced skills and new technologies to help improve operational efficiency of departments, for example, by removing manual tasks wherever beneficial.
- Develop and exploit new technologies to the fullest potential through working pro-actively with other teams in the business (e.g. IT and the wider HPH group).
- Proactively develop own technical skills & techniques.

Scope of the role

Member of the Operations Development Team, reporting to the Operations Solution Manager. To act as a focal point for the provision of data, MI and BI requirements to business departments, customers, suppliers and the wider group. Should adhere to stated policies and procedures relating to Health and Safety.

Will regularly exchange ideas and initiatives on data collection and MI/BI development with internal departments and external departments in the form of the wider group.

Technical skills

- Excellent computer skills & numerical ability.
- Good understanding of Port Operations, support functions and Terminal Operating Systems.
- Ability to document and present findings and recommendations to Senior Management via appropriate methods such as reports, presentations and meetings.
- Ability to analyse and interpret complex statistics and data in a logical manner.
- Knowledge in the use of current and future Terminal Operating Systems and data sources.
- Advanced knowledge in the use, design and implementation of MI Systems.
- Advance knowledge in the use, design and implementation of BI Tools.
- Skills in applicable high level programming techniques would be a distinct advantage.
- Skills in data extraction, database design, report design and data query languages (such as SQL) would be a distinct advantage.
- Familiarity with other Microsoft products such as PowerPoint, Word, Project

Behavioural skills

- An ambition and desire to improve processes and support business data requirements.
- Ability to work within an environment that changes at a fast pace.
- Ability to problem solve and use own initiative.
- An adaptable, proactive and flexible approach.
- Ability to lead by example and champion change / improvement initiatives.
- Ability to work under pressure and to meet deadlines.
- Customer & client focus with a quality driven approach to improvement.
- Ability to make quick decisions and anticipate needs.
- Be credible and trusted and act with transparency.
- Make decisions and present opinions in a factually driven way.
- Ability to question existing practices and recommend new and improved ways of working.

Authorised by:		Accepted by:	
Manager's name:		Job Holder's name:	
Signature:		Signature:	