

A great opportunity to get in at the start of an exciting development.
Working with the senior management team at Ten to develop a new service for CO2 reduction in London

Job Description

Analytics Manager

Ten Lifestyle Management Ltd (Ten) is Europe's leading Lifestyle Management and Home Management Service. Our members are an extraordinary range of people who only have two things in common. They recognise that they can get more from life with dedicated, expert support and they have somehow been introduced to our unique personal service.

The service is designed to help London home owners reduce their energy consumption and the impact this has on global warming. We provide expert advice and personal support to the homeowners to reduce their CO2 emissions.

We aim to provide a one stop shop to help individuals live a more environmentally friendly life.

Purpose of Job:

To analyse customer and operational data and produce analysis which is accurate and can be relied on to a high level of confidence

Key Tasks

Development

- To identify all required data sets given information requirements as specified in contract
- Ensure data collection capability in relevant systems and business processes
- Determine queries to create reports as required
- Create formulae where necessary in order to analyse data
- Design reports to integrate data and provide as single report

Ongoing

- Provide regular reports on customer and operational data with particular attention on progress against agreed targets and service level agreements
- Ensure that all relevant data is gathered, is recorded correctly and stored in such a way that analysis can be done in the simplest and most time efficient manner
- Produce weekly queries/briefs to request data from relevant systems
- Collate and produce analysis from various sources
- Produce all relevant graphs, charts and draft narrative for weekly and monthly reporting to client
- Present report to manager for verification and value -add
- Work with Operations Director and Technical Project Manager to ensure that all identified gaps in information are filled
- Complete on-going trend analysis
- Produce forecasts and recommendations for changes and improvements to business systems and processes

Significance of Role

The Business Analyst is critical to the Green Homes Concierge Service in that they provide the means by which we review our progress against success and provide the means to report to the client

Meeting turnaround deadlines for report production is critical to ensuring that deadlines with client are met and that Ten are seen in the best light