**About the role**

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| **Role**  MI Analyst | **Location and hours**  35 hours per week – Hybrid Working |
| **Band**  Senior Specialist | **Salary**  Competitive |
| **What you’ll be doing**  *We are looking for an MI Analyst to join the In Life Customer Services MI Team on a fixed term basis up to the end of June 2026.*  *This role reports into one of the MI Manager within the Customer Services Division and is responsible for delivering management information and insight to support our departmental and company objectives.*  *The successful individual will be accountable for producing timely value-add analysis to optimise commercial return and operational efficiency, through a detailed understanding of our customers.*  *This includes producing robust, creative reporting, developing key analytical insights and promoting automation of regular tasks where possible.*  *In this role you will:*   * *Take ownership of your subject area, manage own priorities and organisation of tasks.* * *Run, maintain, create and improve a variety of regular business as usual reporting and on-going analysis and visualisations for key stakeholders, to drive the delivery of a data product library.* * *Support the journey into usage of new tools for the team for example (but not limited to) Power BI, OAS, My SQL, Snowflake etc.* * *Working closely with many different stakeholders to identify opportunities and deliver analysis to drive operational improvements to customer experience and business processes.* * *Working within the defined quality process to follow best practice, share knowledge, engage in workshop/peer review type activities and critically reviewing the quality of the output in your space.*   *You will be working in a pivotal part of the company, helping to drive decisions based on your research and findings.*  *Proactively analyse data to answer key questions from stakeholders or out of self-initiated curiosity with an eye for what the data is showing, investigating and communicating areas for improvement in efficiency and continually add value.*  *As a MI Analyst, you will be expected to demonstrate and promote a collaborative working style across all business areas.*  **About You** | |
| You need to be passionate about analytics, highly motivated and excited about the opportunity to help the business make smarter decisions in a timely manner.  You should be a proactive self-starter, confident in challenging current ways of working and propose new innovative improvements to process and output.  You will be confident in building good relationships with stakeholders across the business and working with them to produce proactive analysis to support key business decisions, including visualising data to draw out insights to identify patterns, trends and outliers in a variety of data sets.  You will have proven experience in using customer & operational data to drive recommendations that deliver commercial and operational gains, including manipulating large datasets, using different programming tools and analytical software.  As an analyst you will be comfortable developing, monitoring and refining deep-dive analytics and carry out conclusive analysis to capture key trends and insights.  You will be an excellent team player who works collaboratively, enjoys problem solving and finding solutions to business needs and requirements.   You will have a can-do attitude and think creatively to enhance and improve reporting. | |
| **Minimum criteria**  As a minimum for this role, you will need to have:   * Strong analytical & problem-solving skills. * Excellent communication and presentation skills. * Good eye for detail. * Ability to build relationships with various stakeholders. * Strong technical experience of analytical & visualisation tools e.g. Power BI, Excel, SQL. * Have relevant examples of identifying trends, analysing reasons and providing insight/recommendations that have led to positive change. * Ability to prioritise based on impact and managing stakeholder expectations effectively.   It will also be beneficial:   * if you have experience of Oracle OAS/OBIEE, Snowflake and/or Python. | |
| **Who you’ll be working with**  The Customer Services Management Information Team are responsible for providing accurate, reliable and timely management information (MI) and Insight via in-depth analysis, regular and ad-hoc reporting, campaign selections and robust call and resource forecasting.  The MI Analyst plays a key role within the team, working with internal and third-party stakeholders to identify customer and dealer behavioural trends and understand the drivers for customer interactions.  These insights are used to improve customer, dealer and employee experience, maximise commercial return, and help optimise processes and operational delivery. | |
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| **We’re Motability Operations** | |
| **About us** We’re the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers’ mobility in a fast-changing world. We’re the UK’s largest car leasing company and we help over 750,000 people get on the road.  We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs. | |
| **What we do**  We lease a wide range of tailored mobility solutions to people who receive of one of the Government’s qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.  At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.  The Scheme has been providing affordable, worry-free motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10. | |
| **How we work**  We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. [Visit our website](https://www.motabilityoperations.co.uk/careers/) to find out more.  We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.  **Our beliefs and values**  We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.  We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.  Our values are at the heart of everything we do:   * We believe no one should be left behind à We find solutions * We believe we must take the lead à We drive change * We believe everything starts with the customer à We care | |
| **What we can offer you**   |  |  | | --- | --- | |  | **Pay**: competitive salary, with a yearly discretionary bonus, based on your performance | |  | **Holiday**: 28 days, and you can buy and sell days | |  | **Pension**: 15% non-contributory pension (9% during probation) | |  | **Health and wellbeing**: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you ~~a~~ peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme | |  | **Development**: A library of internal training on our myLearn platform | |  | **Family friendly**: We have competitive family leave policies | |  | **Diversity and inclusion**: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access | |  | **Helping our community**: One volunteering day each year, and access to volunteering platform Neighbourly | |  | **Schemes**: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers | |  | **Other, voluntary benefits**: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office | | |