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| Role Title: Motability Performance Analyst | | Date: January 2025 |  |
| Location: Bescot, Motability Centre of Excellence  Grade: TBC | | Business Unit: Motability Centre of Excellence /Business Services |  |
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| **Role Purpos** | **Accountabilities** | **Qualifications, skills, specialist knowledge & experience** | **Competencies & behaviours** |
| **Function Purpose**:   * Analyse data and provide high Quality insight to drive improvements in performance * You will be part of the Motability team, and be responsible for creating, and then producing, the daily, weekly and monthly reports to support the Motability Core and VOR team * Using PowerBI, Excel and other visualisation tools, you will provide the actionable insight and quality analytics to continuously improve the service delivered and efficiency of the operation. * You will be accountable for driving operational efficiencies working with the operational leads put data in the hands of the colleagues who will drive performance. * You will work with the Forecasting and Resourcing teams to review and analyses trends to aid the production of the forecasting and planning processes. * VOR is around colleague productivity and performance but also looking at specific VOR trends, dealer performance, symptoms and faults, working closely with the dedicated technical teams to support VOR goals   **Reports to:**   * **Sian Rowley, General Manager**   **Key Relationships:**   * Motability leadership team * Motability wider management team * Forecasting & Resourcing team * Group Data and Insight team * DMA and Finance teams * Motability and partners | * Lead trading sessions for Core Motability, VOR, Breakdown and NPS. * Taking a lead on the Continuous review of performance, ensuring trends are fed back into the leadership team and actioned. * Review reports to identify trends and analysis and provide resulting recommendations into the Motability management team to drive performance improvements and efficiencies. * Design and build of daily, weekly and monthly reports and visualisations as directed and required by the Motability Management team. * Ensuring the reports are updated in accordance with agreed cadence and published in time for review and discussion. * Working with other analysts across Operations and DMA to ensure consistency of reporting approach and integrity of data and reports. * Provide support to First Line Managers in Motability to ensure they have access and understanding of the reports to enable them to drive performance of their colleagues * Ensure reports have appropriate resilience and robustness with documented process notes. In times of absence, ensure another member of team can update reports as required. * Maintain Book of Work and lead regular reviews with Motability management team.   **Key Performance Indicators:**   * Delivery of Motability KPIs to target: AHT, ABR, CPH * Report availability and usage by team leaders. * Book of Work progression | **Skills/Knowledge /Experience**   * Ability to use Excel at an advanced level, to design and manage complex forecasting models in a manner that ensure easy audit and transparency. * Strong PowerBI skills and knowledge with other visualisation tools and techniques desirable * Good SQL skills along with knowledge and understanding of statistical software packages * Good understanding of Call Centre operations and the basic metrics that underpin performance * Awareness / good knowledge of Vehicle off Road (VOR) management and processes * Awareness and ability to create, develop models and solutions to support problem solving activities, scenario-modelling and statistical analysis * Confident and competent in technical discussion with data architects and able to query and identify relevant fields from large database   **Personal Attributes:**   * Highly numerate with strong analytical & problem-solving skills * Persuasive and logical, able to articulate complex stories in a simple and understandable way * Comfortable working under pressure to very short deadlines * Driven - strong desire to improve performance | **Capabilities/Strengths:**  Core competencies:   * Achievement Drive Level 3 * Team working Level 3 * Interpersonal & Influencing skills – Level 3 * Building Relationships – Level 3 * Judgement and Decision Making – Level 4 |