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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
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