

Role Profile



Business Intelligence Analyst

Reports to: Head of Financial Planning & Analysis

Background Information: [OneVoice Digital](#) is an exciting company formed by two organisations, [Arrk](#) and [NUS](#). OneVoice Digital's aim is to support membership organisations build engaging communities of common interest online.

OneVoice Digital delivers [TOTUM](#), formerly the NUS extra card, to a million customers. TOTUM is an all-encompassing app that connects students with everyday student life, from discounts, events, ID, and more. Currently our customer base is expanding beyond this as the TOTUM product grows and delivers more features and benefits, and our work with high street brands is developing in new and exciting areas.

Job purpose: The Business Intelligence Analyst will support the continued growth of our organisation, working with all areas of the business towards key objectives on all data-related initiatives. The position will play an important part in the delivery and development of our data solution and will be a point of contact for data aggregation, automation and presentation. Working closely with Financial Performance & Analysis (FP&A) and Commercial teams within the organisation to support in decision making by highlighting trends and providing insights from the data.

Key Responsibilities

1. Develop, support and enhance OneVoice Digital's data strategy
2. Deliver data and reporting solutions in line with OneVoice Digital's strategic objectives
3. Put data at the heart of our decision-making process, driving focus, and value

Specific Duties and Activities

1. Tech: Hands-on development (warehouse, views, reporting, analysis)
2. Tech: Work with the D&A Team Manager to Design, implement and enhance OneVoice Digital's reporting and data analysis capability
3. Tech: Engineering and development of our data solutions, maintaining health and building for the future
4. Tech: Development of standardised dynamic and static reports for all areas of the business
5. Tech: Get under the hood of marketing, ops, tech to understand current reporting needs & opportunities
6. Tech: Align the business using cross functional reports that tie in certain cause and effect elements critical to scaling
7. Tech: Support the D&A Team Manager on the generation and maintenance of meaningful management information across every level of the business
8. Tech: Work with the D&A Team Manager to implement and ensure compliance to all disaster recovery plans (main in D&A areas)

9. Tech: Maintain and prepare paperwork for data backup to retrieve data in case of emergency
10. Tech: Plan, implement and upgrade security measures and controls
11. Tech: Protect information systems against unauthorised access, modification or destruction
12. General: Support others throughout the business to improve their use and understanding of data
13. General: Identify and implement improvements to processes and methods. Contribute proactively to new service developments
14. General: Ensure IT policies, methods, and standards are followed
15. General: Take direction from Data & Analytics Team Manager, Technical Director and Senior Management
Shared Duties and Activities
1. To assist other members of OneVoice Digital departments as required
2. To develop and maintain excellent relationships with internal and external contacts including (but not exclusively): line managers, staff and others involved in digital product usage
3. To undertake any other reasonable duties or projects as required by your Line Manager
4. Ethical Digital is important to OneVoice Digital. All staff and volunteers are expected to go about their roles in a resource efficient manner, in keeping with our ethical digital values

Qualifications and Experience	Essential	Desirable
Data & Analytics background		X
DAX knowledge		X
Experience	Essential	Desirable
At least 1 years' experience in working with Power BI or similar data visualisation tools	X	
An understanding of / experience in digital marketing channels		X
An understanding of / experience a brand that produces and ships its own product		X
Understanding of basic financial processes and terminology beneficial		X
Project management experience		X
Experience in a customer facing role with an ability to identify, engage and develop commercially successful partnerships		X

Knowledge	Essential	Desirable
Conceptual knowledge of Data lake / Data Warehouse / Data integration / Data engineering	X	
Some knowledge of collecting, extracting and analysing data from complex sources		X
Some Knowledge of analysing and providing data on key operational performance, suggesting improvements and changes where necessary	X	
Some Knowledge of T-SQL syntax and concepts including standard querying, joins, indexes, keys, unions, Procedures, Views. Advanced techniques including window functions, arrays, stored procedures, views, API calls and basic warehousing techniques		X
Some Knowledge of Microsoft BI Stack, Power BI, MS Excel, Google Big Query, Google Data Studio (or other major reporting technology)	X	
Some knowledge of SQL Server (including entry to mid-level database administration)		X
Some knowledge of ETL, warehousing and data storage concepts		X
Some knowledge of data servers/hardware data layer		X
Some knowledge of working with Google Cloud Platform or AWS cloud solutions Google Cloud Storage, Cloud Functions/Cloud Run/Cloud Build and Pub/Sub		X
Some knowledge of SSIS (or other integration services) experience		X
Basic understanding and willingness to learn AI/ML concepts		X
Skills	Essential	Desirable
Good written and verbal communications skills, including spelling and grammar	X	
Excellent IT skills including a strong working knowledge of Microsoft Office	X	
Excellent analytical skills experience in analysing data and drawing conclusions	X	
Excellent numeracy skills and commercial awareness	X	
Excellent time management, organisation and prioritisation	X	
Receptive to training with a desire to learn	X	
Attitudes	Essential	Desirable
Resourceful with a 'can-do' attitude	X	
Insatiable curiosity about our data and products	X	
Resilient and enjoys change and challenges	X	
Enjoys thinking critically and creatively to solve problems and identify opportunities	X	
Seeks opportunities to continually learn and develop	X	
Sensitivity and diplomacy	X	
Ability to work independently as well as part of a team	X	
Commitment to the creation of an environment that promotes equality of opportunity whilst recognising and valuing diversity	X	
Commitment to OneVoice Digital's Mission, Vision and Values & Beliefs	X	
Commitment to excellent standards of customer care	X	
To go about the role in a resource efficient and sustainable manner, in keeping with our environmental policies	X	

Summary of terms

- This is a full-time position
- Normal Place of Work: Hybrid working – you will be required to work on average two days per week from our office space in Ancoats Manchester
- Working Pattern: 37.5 hours per week, Monday-Friday, normally worked between 9.00am to 5.30 pm, with flexible working patterns available, as agreed with your line manager
- Annual holiday entitlement: 27 days plus public holidays
- Travel requirements: you may be required to travel to meetings with some overnight stays as required by the business