

Job title:	Business Intelligence Analyst
Department:	TMUK Service
Reports to:	UK Service Manager
Responsible for:	
Location:	Warrington
Hours of Work:	37.5 hpw, between 07:30 and 16:00 Monday to Friday
Closing date:	13 th of September 2024

Our values:

We are part of the Terberg Environmental Group that has roots going back to 1869, part of the larger Terberg Group that is still family-owned. With family values at our core, we operate honestly and with integrity. We aim to represent our core values in all areas of our work. Our core values are: Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



Job Purpose:

To gather and analyse data in order to improve the company's performance in all aspects with a core focus being on the aftersales functions.

Main Duties and Responsibilities:

- Analyse, evaluate and present data for information share with the aim of seeking out areas for improvement in quality, efficiencies, sales and customer satisfaction.
- Deliver detailed reporting to support fiscal activities
- Providing high-level detailed accurate project reporting for the directorate on a weekly basis.
- Liaise with senior management team members to ensure identified areas of concern and/or opportunity are tabled.

Quality & Environmental Responsibilities:

Responsible for the management, compliance and upkeep of the quality & environmental procedures, records, and documents relevant to the role.

At Dennis Eagle we are proud to be an equal opportunities employer and a disability confident organisation. We are committed to fostering an inclusive workplace where diversity is celebrated. As part of our dedication to creating a supportive environment, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. We invite you to engage in an open conversation with us about how we can best support you and ensure that your unique skills and talents are recognised and valued. Your success is integral to our collective growth, and we look forward to working together to create a workplace that empowers everyone to thrive.

If you have any queries or would like to apply for the role, please contact the Recruitment team recruitment@dennis-eagle.co.uk



Criteria	(E)ssential / (D)esirable
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Knowledge	
• Thorough understanding of analysing and reporting on data sets	E
• Possess a good level of understanding in the principals of the utilization of data in business in order to improve overall performance.	E
• Knowledge of platforms such as Power BI and other MS products	E

Experience	
• Previous experience in the following disciplines:	
○ Data analysis, reporting and presenting findings	E
○ Identification of gap/trend analysis	E
○ Health and Safety practices with regards to business portfolio products	D

Education / Qualifications	
• Degree in a relevant subject	D
• GCSE grade C or above in Math's & English (or equivalent)	E
• MS office, Power BI and MS Publisher	E

Job-related skills & abilities	
• Ability to analyse data for business reporting and improvements	E
• Excellent interpersonal skills to collate data from different team managers	E
• Ability to devise and produce high level analytical reports	E
• Demonstrate technical knowledge on business processes and products to enhance performance.	D
• Good working knowledge of Microsoft Power Point, Publisher and BI.	E
• Ability to create digital formatting for automated updates on project work.	E
• Able to present themselves in a professional manner to delegates	D
• Ability to work autonomously	E
• Ability to share knowledge to colleagues in the quest for continual improvement	E

Other requirements	
• Able to support multi-faceted management structure	E
• Able and willing to work within tight project schedules	E
• Willing to improve by attending training and development courses	E

Please note that you may be asked to carry out tasks other than the above that are deemed by your manager to be appropriate, reasonable and within the remit of your role. You will be expected to carry out these ad hoc tasks as requested.

Employee name _____ Employee signature _____ Date _____

Manager name _____ Manager signature _____ Date _____

