

## JOB DESCRIPTION

<b>Job Title</b>	Business Intelligence Manager
<b>Reporting to</b>	Head of Research
<b>Full-time / Part-time</b>	Full-time
<b>Location</b>	London
<b>Salary range</b>	Competitive
<b>Closing date</b>	13 <sup>th</sup> July 2018

### The Company

ContactEngine is an intelligent conversation platform that transforms customer engagement by successfully contacting and interacting with over 90% of customers, enabled by proprietary AI that identifies the right time, content, channel and response for any given customer. ContactEngine conversations ensure crucial moments such as sales, deliveries and appointments are executed with precision and minimum effort, reducing operational costs and delighting customers.

### The Job

ContactEngine is transforming the way it reports performance to its clients and other stakeholders – the objective being reporting that delivers remarkable insight. The Business Intelligence Manager will be responsible for the design and delivery of this transformation, as well as ongoing management of all client-related reporting within ContactEngine. Quite clearly the role requires numerical prowess, but also the ability to work and communicate effectively with internal and external stakeholders, as well as the ability to use and interpret data to provide remarkable insights to them. Specific responsibilities include:

- Transforming ContactEngine's client-related reporting
- All regular and ad-hoc client-related reporting
- The deployment and ongoing management of third-party reporting tools
- Acting as a reporting partner/consultant to the Customer Success team, providing reporting-related support and advice
- Liaising with clients and other stakeholders to ensure reporting is fulfilling their needs
- Management of at least 1 Business Intelligence Analyst
- Providing regular briefings to the company to ensure knowledge is shared

The successful candidate will demonstrate a clear understanding of the power that exceptional reporting can deliver to both the business and its clients, and the rare skill of being able to simplify complex data analysis so that it is accessible to all.

### Experience and skills

- A strong background in data analytics or other quantitative discipline
- Advanced Microsoft Office skills, in particular Excel and Powerpoint
- Strong numerical skills, including operational and performance-related statistics
- A working knowledge of Statistical Process Control methods
- An obsession for error-free reporting and flawless presentation that delivers meaningful insight
- Experience of designing and delivering insightful reporting processes
- Proven ability to simplify complex data analysis to ensure that it is communicated effectively
- Experience working directly for senior management
- Team leadership/management experience
- Consulting experience would be beneficial

### Education

- Minimum 2.1 (or equivalent) degree in relevant subject area
- MBA (or equivalent) from a top-tier school