

## JOB DESCRIPTION

<b><u>Position Title:</u></b>	Business Intelligence Manager
<b><u>Reporting To:</u></b>	Head of Research
<b><u>Full-time/Part-time</u></b>	Full-time
<b><u>Location</u></b>	London
<b><u>Salary range</u></b>	Competitive

### **Background:**

At ContactEngine, we're passionate about innovative SaaS solutions that drive value, enhance operational processes, and improve the customer experience while delivering substantial return on investment for our clients. We are a Shoreditch-based, dynamic, vibrant and extremely motivated team already working with some of the UK and world's best known brands.

Our focus is mainly on Customer Communications using omni-channel SaaS Solutions.

### **Role Main Purpose:**

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

### **Personal attributes and other requirements:**

- Willing to travel.
- Strong work ethics.
- Honest, diligent and trustworthy.
- Multilingual would be a benefit.

### **What we bring to the table:**

- Award-winning company with world class and industry changing SaaS products and services.
- Ability to learn and grow with the business.
- Personal Development, internal promotion and growth opportunities.
- Very strong culture and a tight-knit team of colleagues.
- 25 days paid holiday
- Private Health Insurance
- Pension Scheme

### **Timings / Remuneration**

- Full time
- Remuneration TBC

We are committed to creating a diverse and inclusive company that better reflects the community we live in. We therefore welcome applications from candidates of all backgrounds.