

JOB DESCRIPTION

Position Title: Data Analyst
Department: Account Management
Reporting To: VP Account Management

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.

Duties and Key Responsibilities:

- Analysing, promoting, aiding or supporting analysis of data to gather useful and actionable business insights.
- Updating internal documents for quality and productivity metrics monitoring
- Performing root-cause analysis if data issues are identified.
- Providing data expertise to all teams, actual as well as cross functional or virtual teams.
- Developing and managing metrics and reporting as required.
- Managing and coordinating all data collection and analysis-related work.
- Aggregating data analysis into clear, relevant, and visually appealing materials.
- Identifying and preparing data content into information and knowledge or insights for wider communication, dissemination and presentation.

Required core skills and attributes:

- Advanced Excel, charts, graphs, pivot tables, Queries, Macros, Filters
- Data Mining using Excel, Microsoft Access, or SQL.
- Excel Programming / Macros for automating on reporting tools. (Automated data mining and Graphing).
- Complex data organising, strong analytical skills with the ability to collect, organise, analyse, and disseminate significant amounts of information with attention to detail and accuracy.
- Adept at queries, report writing and presenting findings and presentation.
- Investigative skills to research data and query design to gain necessary data and insights.
- Experience with pivot tables, data analysis and metrics development using MS Excel.
- Experience with databases.
- Knowledge of statistics and experience using statistical packages for analysing large datasets (Excel, SAS etc)

Personal attributes and other requirements:

- Willing to travel.
- Strong work ethics.

- Honest, diligent and trustworthy.
- At least three years of experience in data analysis and reporting, including a strong command of statistical and data analysis tools and methodologies.
- Good working knowledge and understanding of data structures, analysis methods, etc...
- Experience helping business users make optimal use of data to improve performance.
- Strong ability to articulate concise and specific insights and knowledge gained from data analysis.
- Ability to clearly communicate data information, insights, knowledge, understanding to a wide variety of audiences, possess strong written and oral communications skills.

Education:

Bachelor's Degree in Mathematics, Economics, Computer Science, Information Management or Statistics.

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.