Function:	Operational Performance Team
Position:	Business Performance Analyst
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	
Position location:	Homeworker with National Travel as Business Requires

1. Purpose of the Job

As a skilled Business Performance Analyst you will be required to leverage BI tools and analytical expertise to support business leaders, create and maintain dashboards, build tools for strategic reporting, conduct ad hoc analyses, and develop predictive models utilising AI tools where appropriate. This role is pivotal in driving business insights and supporting our business development team with accurate modelling tools.
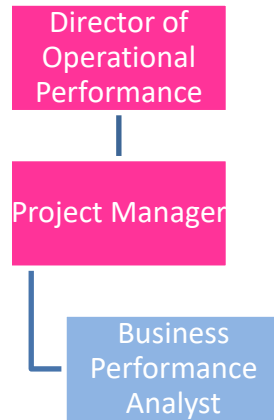
The role holder will work with other reporting teams within Sodexo Live! to optimise workloads and output. They will support the creation of data standards that will support their own work.

They will engage with the operational and functional management of the business to ensure that analytics are providing insights of value in a user friendly manner. Reporting will support the setting and monitoring of key business strategic priorities.

2. Dimensions

- Driving a positive movement in our Safety Maturity Rating

- Enhancing Employee Engagement rate and supporting plans to improve

- Ambition to grow current turnover

- Ambition to grow business profitability

- Enhancement of client returns or cost efficiency as appropriate

- Growth in retail channels

- Growth in revenues through digital solutions

- Efficiency in raw materials

- Efficiency in labour costs

3. Organisation chart

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        Director of
        Operational
        Performance
             |
       Project Manager
             |
             |____ Business
                   Performance
                   Analyst
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4. Context and main issues

- Sodexo Live! operates as a globally managed business unit
- Data analytics are currently delivered by a number of different teams and individuals across the business,
- The existing data within Sodexo Live! UK is undergoing additional standardisation
- Reporting within the segment is focussed on Power BI tools at present
- The Sodexo Live! marketplace is one in which technology advancement is moving at pace and new data sources may come on line as a result
- One of the key value pillars of Sodexo Live! is 'Insightful' and we pride ourselves on data driven decision making
- Our client base is often very 'technology and data smart' given their own marketplace
- Sodexo Live! may not always have ownership of all elements of the technology platform on site Revenue can be driven by a multitude of levers given our range of different service lines

5. Main assignments

Business Intelligence Tools:

- Utilise BI tools to support business managers in monitoring live and periodic performance.
- Ensure the availability of real-time data to enable informed decision-making.

Dashboard Creation:

- Design and develop standard dashboards for client reporting.
- Ensure dashboards are user-friendly and provide clear, actionable insights.

Tool Development:

- Build and maintain tools to support reporting related to key strategic initiatives.
- Collaborate with stakeholders to understand their reporting needs and customise solutions accordingly.

Ad Hoc Analysis:

- Conduct ad hoc analyses to support digital retail and fast service solution design.
- Provide insights during business performance reviews and strategic planning sessions.
- Be flexible to taking on ad hoc requests where a business priority requires such work

Benefit Analysis:

- Perform benefit analysis for project reviews and investment assessments.
- Evaluate the impact of projects and provide recommendations for improvements.

Predictive Modelling:

- Develop predictive models to forecast business trends and outcomes, utilising AI tools where appropriate.
- Utilise predictive analytics to support strategic decision-making.

Modelling Tools:

- Create accurate and robust modelling tools to support the business development team.
- Ensure models are validated and aligned with business objectives.

6. Accountabilities

- Delivery of a standard client facing dashboard to support a variety of business requirements
- Development of standard retail reporting suite for the business providing insight into performance and the key levers of success
- Deliver predictive modelling tools which provide clear direction on forecasted performance for revenue and resource requirements across the various business

- Provide a client facing analytics suite to support business development activity

7. Person Specification

Qualifications:

- Proven experience in systems management, data analysis, and project management.
- High level of qualifications with relation to the use of analytics tools including Power BI, Microsoft CoPilot and expert Excel skills
- Good skills with relation to general Microsoft Office products
- Experience with AI/predictive tools development and deployment.

Skills:

- Strong analytical and problem-solving abilities.
- Excellent communication and stakeholder management skills.
- Ability to manage multiple projects and relationships effectively.
- Good knowledge of retail systems, EPoS and digital systems
- Familiarity with labour scheduling and management tools
- Familiarity with hospitality/venue sales tools such as Priava, Salesforce, and Secutix
- Familiarity with supply chain analytics

8. Management Approval

Version	1	Date	
Document Owner			

9. Employee Approval

Employee Name		Date	