

Job Description:   
Reporting Analyst

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| Function: | | | | FM Reporting Team, Tech & Services | | | | | | | | |
| Position: | | | | Reporting Analyst | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Hannah Yoward - Customer Reporting Manager | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Remote | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| As part of a progressive team you will be responsible for supporting the wider business by providing accurate, timely reports and gathering, manipulating and analyzing data in relevant formats measuring the performance of KPIs and operational performance.  The Reporting Analyst will also collaborate with others in reviewing performance-related systems and services, assist in identifying improvements and assist with the delivery and implementation of these. The Analyst will be expected to create reports within the Power BI system and gain understanding of specific accounts to ensure reports are adding value and providing the accounts with all the relevant information they require. While building relationships and being a key contact for the account teams. | | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * Responsible for managing Performance Management Systems and Payment Mechanisms of multiple accounts. | | | | | | | | | | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Gathering data from a variety of data sources/stakeholders. * Creating centralised Data Models using query language. * Prioritising a varied workload and communicating effectively with internal and external stakeholders. * Produce reports to deadline * Creation of automated/live Power BI Reporting Suites * Working Proactively to develop procedures and staying up to date with new available software aiming to continuously improve workplace efficiency. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Deliver standard routine reports (Daily/Weekly/Monthly) * Produce strategic performance information across developing solutions in line with business strategy * Proactively liaise with internal stakeholders to form report specifications, using commercial knowledge to make recommendations on what would best serve the business * Respond to ad-hoc requests for data/information/analysis * Provide commentary, insight and recommendations based on routine and ad-hoc reports * Identify opportunities for new reporting to support clients and accounts objectives * Develop new reports specifically within Power BI * Support your colleagues with their work load * Determine and provide logical explanations for changing trends in operational performance backed up by data * Extract and fully analyse any information and data ensuring that reports articulate findings |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Produce reports for clients and accounts to assure performance of their estate * Extract and fully analyse any information and data ensuring that reports articulate findings * Challenge the way reporting is done in the team to ensure the most efficient and effective service is delivered |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Proven experience in information management with the ability to review and analyse historical data and performance * Experience of reporting on measurement results and identifying trends * Strong communication skills, able to deal with internal stakeholders at all levels * Analytical & strategic - familiar and comfortable in utilising data * A methodical and detailed approach to problem solving, able to analyse and think logically * Highly proficient in the use of MS Office applications including Word, Excel, and Outlook * Excellent organisational and time management skills, with the ability to multi-task, prioritise and work to deadlines, using own initiative. * Excellent working knowledge of Power BI * Basic understanding of SQL as a reporting tool |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Innovation and Change | | * Rigorous management of results |  | | * Brand Notoriety |  | | * Commercial Awareness |  | | * Employee Engagement |  | | * Learning & Development |  | |

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| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | 1.1 | Date | 22/03/2024 | | Document Owner | Ruth Lebeter | | | |

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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |