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Job Description
Business Analyst Reporting

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| Function: | **Tech & Services, Food Platform**  |
| Position:  | **Business Analyst Reporting** |
| Job holder: | n/a |
| Date (in job since): | n/a |
| Immediate manager (N+1 Job title and name): | **Head of Drive - Food Platform UK&I** |
| Additional reporting line to: | n/a |
| Position location: | London |
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| 1. Purpose of the Job – State concisely the aim of the job.
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| The Business Analyst Reporting is responsible to review and analyze current and proposed business operations. Will create, maintain, and review key KPIs and other key metrics, and then consider options for improvement. Business Analysts Reporting will assess the overall effectiveness of a business and its departments to devise solutions to problems.DRIVE is the key food processes for Sodexo globally and the UK presently use a product provided by Fourth Hospitality as the main FMS. The process / system is a structural foundation to everything associated with food and is a significant piece of work under the fix the basics workstream within food transformation. |
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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. |
| The Business Analyst Reporting will support Head of Drive who will lead the regional strategy for the food management system, DRIVE processes and wider use of data within the centrally managed brands. The Business Analyst Reporting will work across the operating segments in Sodexo as well as partnering with the global team to ensure alignment and representation. The DRIVE team works across all aspects of the business, Supplier Management, IS&T other Tech and Services functions as well as the operating segments. Success will be achieved through data accuracy and accessibility in the system, compliance in use of the system, and the deployment of functionality. KPI’s and other measures of success will be used. The FMS in the UK&I business will be used across ~750 sites.  |

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| 1. Organization chart – Indicate schematically the position of the job within the organization. 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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| 1. **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.
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| The role has significant internal stakeholders and will require tenacity, resilience, diplomacy, and the ability to communicate effectively to ensure the team meets the objectives in a timely manner as well as the requirement to demonstrate proven experience with the use of and management of Food Management Systems.There is a requirement to lead on change, driving the right behaviors and practices to improve how business controls its’ food operations and uses data to improve and drive change.  |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Strategy*** Collaborate with department heads and analysts to define KPIs and reports.
* Develop a deep understanding of the business, departments, and metrics driving performance.
* Implement and maintain reports and dashboards using reporting software.

**Data Control** * Create reports, dashboards, and visualizations to help others understand business performance.
* Analyze process issues and bottlenecks to make improvements.
* Communicate and validate requirements with relevant stakeholders.
* Develop and maintain reporting tools.
* Store data, create reports, analyze reports, create custom reporting software, and share findings with various Sodexo departments.

**Business Processes*** Develop, document, maintain and improve all relevant business processes that support the strategy.
* Support the training of the operational teams across the business in the relevant business processes.
* Create a culture of continuous improvement in respect of the business processes to drive improvements that create value for the business.

**Compliance** **Hard Skills:*** Analyzing Trends (Business Intelligence): Proficiency in identifying patterns and trends within data to extract meaningful insights.
* Analytical Skills: The capability to dissect complex information, draw conclusions, and make data-driven decisions.
* Assessing Client/End User Needs: Being adept at understanding user requirements and translating them into actionable reporting solutions

**Soft Skills:*** Analytical Thinking: The ability to approach problems logically and systematically.
* Communication: Clear and concise communication is crucial for conveying complex information effectively.
* Problem-Solving: A knack for identifying issues and devising innovative solutions.
* Attention to Detail: Precision in data analysis and reporting.
* Collaboration: Working well with cross-functional teams and stakeholders.
* Time Management: Efficiently managing tasks and meeting deadlines.
* Adaptability: Being open to learning new tools and techniques as the field evolves

**Coordination** * Work across the food platform ensuring activity from a data build perspective is coordinated.
* Work with the digital team to build the data flow into the trading channels.
* Manager any SIT / UAT relevant to the systems used.
* Communicate system updates with the system users.
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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. |
| * Responsibilities for Reporting Analyst Design business analysis and data recording systems for use throughout the department.
* Maintain databases and perform updates as necessary to ensure accuracy.
* Regularly examine data reports to locate and resolve mistakes throughout.
* Accurately analyze and collect data for various types of business reports
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| 7. Person Specification  |
| Essential* Ability to develop and maintain effective working relationships with all key stakeholders.
* An in-depth knowledge of food management systems and their role within complex food orientated businesses.
* Proven experience in working in food businesses and using data to drive business change.
* An in-depth knowledge or product and menu development.
* Excellent people management and coaching skills.
* Clear communicator, both spoken and written with strong presentation skills.
* Ability to work autonomously and prioritize high volumes of work.
* Clear understanding of the role of food to Sodexo.
* Excellent interpersonal skills, as well as ability to interact with and influence stakeholders at all levels of organization and with different cultures.
* Proven experience creating and developing business processes.

**Desirable*** Clear understanding of food supply chains.
* An in-depth knowledge or product and menu.
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