

## **Position Description**

### **Data and Research Analyst**

*Reports to Research and Reporting Manager*

#### **Mō mātou | About us**

Tautohetohe Whaipainga | Utilities Disputes Limited (UDL) is a not-for-profit organisation, providing dispute resolution and other related services to the utilities sector.

We are a focused team who work together in a supportive environment. UDL applies a fair and reasonable approach to all aspects of our work to ensure we are accessible, independent, fair, accountable, efficient, and effective. We are committed to the health and safety of our staff and communicate in plain English.

UDL welcomes flexible working and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

The Data and Research Analyst will work to the principles of Te Tiriti o Waitangi; must not have any conflicts of interest in carrying out the role; must apply the principle of independence to all aspects of their work; be committed to health and safety and communicate in plain English.

#### **Mō te Tūranga | About the role**

The Data and Research Analyst role is to:

- Undertake statistical analysis of the Utilities Disputes database collected from Utilities Disputes and scheme members activities. This analysis will ensure effective management of complaints by the office and play a key role in pro-active prevention strategies to minimise individual member and industry wide complaints.
- Utilise the data to consider issues relevant to UDL complaints and schemes to support the effective management of complaints and play a key role in identifying pro-active prevention strategies to minimise individual and industry wide complaints. This includes the consideration of issues in proposed legislation and systemic issues occurring in the industry, as well as work to capture the knowledge base of the office.

The Data and Research Analyst will be required to produce reports from a Microsoft SQL server database using business intelligence tools. We have recently deployed a MS Dynamics CRM and are primarily using PowerBI and Excel for reporting. The Data and Research Analyst will be responsible for the design and creation of new reports, and analysis of data coming from those reports. This is an opportunity for a creative

analyst with an interest in the interpretation and application of data they are producing.

## **Mōhou ake | About you**

### **Person specification**

- A tertiary qualification
- Quantitative background
- Research skills

### **Professional skills**

- Data analysis – ability to interpret business requirements and produce accurate and timely, qualitative and quantitative reports to satisfy ad-hoc needs and periodic Board and stakeholder reporting
- Strong research, analysis and problem solving skills
- Preparation of research reports, including consideration of qualitative and quantitative information
- Business awareness – the ability to think through how reports will be used and choices and actions we want users to be able to take from them
- A pro-active approach to the data needs of the organisation and its stakeholders, with a focus on adding value
- Ability to use Business Intelligence (BI) tools and an high level capability with the Microsoft suite of products
- Ability to analyse and interpret technical information
- Demonstrates research, analysis and problem solving skills
- Excellent written and oral communication skills
- Relevant industry knowledge would be an advantage
- Identifies and manages risk and uses judgement as to when to escalate risks to senior management
- Ability to prioritise tasks and work across teams
- Understands and demonstrates independence (both actual and perceived)
- Builds effective relationships with internal and external stakeholders

### **Interpersonal skills**

- Effective communicator, both oral and written communications
- Ability to simplify and explain complex information
- Suspends judgment
- Demonstrates a willingness to challenge
- Focus on big picture and on continuous improvement
- Explores issues effectively
- Effective problem solver
- Detail and results focused
- Collaborative
- Flexible, adaptable

- Ability to work independently
- Effective time manager
- Prioritises tasks effectively

### **Responsibilities**

- Creation of regular and ad-hoc reporting using business intelligence tools from a Microsoft SQL server database
- Provide and identify trends in data to support Utilities Disputes in providing an efficient, high-quality service to all stakeholders (complainants and scheme members)
- Undertakes analysis to support the development of strategies and plans to ensure the ongoing success and long-term growth of the business
- A pro-active approach to the data needs of the organisation and its stakeholders, with a focus on adding value
- Liaising with the operations team on issues and projects
- Provide additional support to the office on quality assurance, analysis and reporting when required
- Perform various compliance activities as required
- Produce research reports and articles for internal and external on individual complaint areas and broader systemic issues
- Undertake ad-hoc research and analysis as required
- Develop policy positions or input into drafting submissions in response to regulatory changes
- Provide analysis on initiatives in the regulatory framework which are likely to impact on the work of the office or on UDL schemes
- Review, update and develop guidance materials for staff as appropriate

Position competency	Performance measure
Innovation and creativity	<p>Thinks laterally and creatively to identify and develop innovative solutions to meet all stakeholder needs.</p> <p>Initiate and support new approaches to ways of working and ensure follow up and evaluation.</p>
Focus on continuous improvement	Continually seeks to identify ways to improve oneself and complaint handling processes and procedures.
Risk and reputation awareness	Effectively identifies and manages risks to UDL.
Delivery and detail focused	Delivers accurately and in a timely manner to a high professional standard. Has an eye for detail, both numeric and written.
Technical awareness	Competent in the use of technology as a key support for the reporting and compliance functions and can identify ways to effectively integrate this into the work of UDL.
Results focused	<p>Achieves scheme performance standards set in accordance with the annual business plan.</p> <p>Evidence meets UDL KPI's and performance standards.</p>
Industry focused	Demonstrates knowledge of the electricity and gas sectors, understanding of current issues and identifies potential future issues.
Action orientated	<p>Pursues work with energy and accuracy.</p> <p>Translates plans into action, taking responsibility at a tactical level for getting the job done to a high standard.</p>
Personal effectiveness	Effectively plans, prioritises and manages own time and work.
Relationship building	<p>Builds and manages effective relationships with member companies and other key stakeholders along with key internal team members.</p> <p>Evidence of positive relationships through feedback from members and other stakeholders.</p> <p>Evidence of tangible outcomes and results from those relationships.</p>