

Role Profile

Role Title	Level	Team	Function
Service Reporting Analyst		Technology	IT Service

**Purpose of the Role**

The *Service Reporting Analyst* uses **data from across the Technology landscape** – whether that’s generated internally or provided by our suppliers – to **provide a view of performance, compliance, opportunity and risk**. Using the multiple different sources and tools this role is essential to **ensuring that we can articulate to our stakeholders how IT is fulfilling their needs** and, just as importantly, **where it’s not**. We achieve this through analysing, interrogating and interpreting the data sources using the multiple different industry standard tools available to us.

Key Contribution Areas	Measures
<ul style="list-style-type: none"> <li>• Creating a data-driven, technology-first view of performance, adherence and capability.</li> </ul>	<ul style="list-style-type: none"> <li>• Working with the Technology Stakeholders to build a <b>robust, accurate, reliable set of reporting practices, data feeds and automations</b> that demonstrate:               <ul style="list-style-type: none"> <li>• the <b>position and performance of the internal and vendor-provided Technology services</b> that underpin the group's business against Technology Policy and Processes.</li> <li>• the <b>performance against ITIL Service Operations best practices</b> and processes for Incident, Problem, Service Request and Change Management against <b>Service Level, KPI and other performance metrics</b>.</li> </ul> </li> <li>• Creation of a <b>Service Reporting Catalogue</b>, detailing the reports created, the scope covered, the data sources used and the calculation methods and tools employed.</li> </ul>
<ul style="list-style-type: none"> <li>• Support internal governance and ad-hoc reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Work with the CTO, the Technology Leadership Team and their direct reports <b>to create, and agree the scope &amp; cadence of governance reporting:</b> <ul style="list-style-type: none"> <li>• <b>IT Service</b> Reporting</li> <li>• <b>Supply Chain Oversight</b> Reporting</li> <li>• <b>IT Resilience</b> reporting</li> <li>• <b>Scheduled Maintenance</b> reporting.</li> <li>• <b>Technical Vendor Performance</b> and <b>Adherence</b> Scorecards</li> </ul> </li> <li>• Work with Technology stakeholders to facilitate <b>reporting across the landscape on an ad-hoc basis</b></li> </ul>

<ul style="list-style-type: none"> <li>• Maximising our reporting capability</li> </ul>	<ul style="list-style-type: none"> <li>• Working with our Citizen IT team and tooling partners to <b>take full advantage of reporting capabilities and data sources available to us</b>, to maximise the scope of reporting.</li> <li>• Reviewing <b>existing and new reporting requirements</b> to ensure that the <b>most effective methods</b> are deployed to fulfil them.</li> </ul>
<ul style="list-style-type: none"> <li>• Cross-Functional Collaboration</li> </ul>	<ul style="list-style-type: none"> <li>• Work in a manner that is supportive of, taking steer from, complying with and providing input to the appropriate processes and policies: <ul style="list-style-type: none"> <li>• <i>Citizen IT / Self-enablement IT</i></li> <li>• Incident Management</li> <li>• Problem Management</li> <li>• Change Management</li> <li>• Service Level Management</li> <li>• <i>Risk Management</i></li> <li>• <i>IT Security</i></li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Situational Awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Obtain and maintain a working, high-level contextual knowledge of <ul style="list-style-type: none"> <li>• the <b>products</b> that IFGL and our brands provide to our customers;</li> <li>• Which technology <b>services</b> are used to provide that - both directly supporting the customer-consumed services and those used by the brands and cross-functional teams to manage those activities;</li> <li>• Which <b>suppliers, partners</b> and <b>internal teams</b> provide those technology solutions.</li> <li>• How Technology <b>processes</b> are used to support our internal and external colleagues and customers.</li> </ul> </li> <li>• Keep up-to-date with industry trends surrounding direction-of-travel affecting technologies and vendors used.</li> </ul>
<ul style="list-style-type: none"> <li>• Culture</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate an ability to work collaboratively and constructively across multiple teams of differing technical aptitude and geographies.</li> <li>• Demonstrate personal accountability and ownership of own workload and development.</li> <li>• Demonstrate an understanding of the company's core values and how to effectively implement them.</li> </ul>

### Functional or Technical Knowledge and Skills Required

- A **high level knowledge** of **ITIL Service Operations** and **Supply Chain** best practices and processes, to allow you to understand the context of what you're reporting on.
- Experience working in a **reporting capacity** previously, or one with **similar transferrable skills**. Use of **PowerPoint, Excel, VisualBasic, PowerBI, PowerAutomate** and other tools to allow for the efficient creation of reporting views and dashboards is essential.
- Proven, disciplined and consistent **analytic approach and mindset**: Prior experience and skills in **data analysis and interpretation** will be required for the successful candidate.
- Capable of **problem solving** – able to visualise the different aspects that can be provided through **interrogating, interpreting and transforming** the data provided.
- Previous experience using ITSM toolsets such as ServiceNow, BMC Remedy beneficial.
- Microsoft Office / Office 365 Collaboration tooling experience essential.
- The ability to work with stakeholders at multiple levels of seniority, across multiple different suppliers and geographies.

### Personal Capabilities Required, e.g. skills, attitude, strengths

- A **proactive individual, self-motivated**, and able to use **own initiative**
- **Excellent written communication and presentation skills**, with the ability to express technical concepts in Business English to non-technical audiences will be essential.
- The ability to **work at pace and under pressure whilst maintaining focus and accuracy is a necessity** for this role.
- This is a new function – demonstrating how you can practically **apply your experience** and **bring your fresh ideas** to this opportunity will be a **massive benefit**.

### People, Budget and Project Scope

- Works in tandem with:
  - *Service Excellence Manager*
  - *Financial Operations Analyst*
  - *IT Contract and Procurement Specialist*
  - *Delivery & Release team*
  - *Incident, Problem and Change manager and analyst*
  - *The Technical Vendor Management team*
  - Internal and vendor-managed technical support capabilities.
  - Brand and Cross-Functional team stakeholders

Reports to *the Service Excellence Manager*

Has no direct line management responsibilities.