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| Role Title: Operations Performance Analyst | | Date: May 2025 |  |
| Location: Hybrid | | Business Unit: Group Operations |  |
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| **Role Purpose** | **Accountabilities** | **Qualifications, skills, specialist knowledge & experience** | **Competencies & behaviours** |
| **Function Purpose**:   * Analyse large data sets & build data models to drive RAC Operations’ improvement / transformation including performance insight and analysis * Optimise the use of fixed resources through Roadside & Contact Centres to drive a cost efficient operation and improved service levels for our customers;   + Route cause analysis - turn complex data into insightful information and knowledge which can then translate into business assumptions underpinning workload forecasts   + Driving improved solutions with key business owners * Collaborate with Performance Analytics team to curate dashboards and interactive visualisation tools for data exploration. Deep dives with stakeholders and storytelling to both technical and non-technical audiences and users * Identify correlation and causality from large data sets and turn into digestible and actionable insight so stakeholders can make decisions and build plans to address root causes * Have the desire for both Analytical and Critical thinking to support the overall objective of beating Plans, and exploring opportunities that hold us back to continue improvements as an operation, as well as learn and track opportunities   **Reports to:**   * Lee Halford   **Key Relationships:**   * Members of all Operations’, Business Services, and Finance teams, including Senior Leadership Team * Insight Team – in relation to the provision of the Demand Forecast and wider Data Scientist community where relevant | **Key Accountabilities**   * Ability to provide detailed insight into operational performance variance at macro & micro level * Liaison with key business areas to ensure that inputs into forecasting are up to date and understood * Performance analysis of cost & service drivers to define transformation / business improvement opportunity. * Provide analytical support and insights into day-to-day Trading issues and opportunities. * Cost per Hour delivery * Predominantly focussed on Roadside & Contact Centre productivity, quality & service levels * Tangible examples of contribution to business performance / Ops main KPIs as agreed annually   **Key Performance Indicators:**   * Influence across all key Ops performance indicators, primarily concerned with productivity (e.g. Jobs per Hours, Calls per Hour), Quality (e.g. Underlying Resolution Rate, Calls per Claim) and Service (e.g. Abandonment Rate, NPS) | **Skills/Knowledge/Experience**  **Required**   * Strong analytical, communication and stakeholder management skills with a desire to drive continuous improvement * Impeccable attention to detail which is highlighted with previous success Operational environment * Strong Excel/SQL skills and a good understanding of analytical methodologies, processes and techniques * Demonstrable analytical skills with the ability to provide insight and present in a way that gives clarity, confidence and certainty to the audience * Experience in different approaches to data analysis, statistical modelling including planning, gathering and challenging quality of data from various sources * Excellent statistical approach to problem solving * Experience using machine learning and advanced analytics approaches to solve business problems * Appreciation of building machine learning models using techniques such as forecasting, time series analysis and optimisation * Proven ability to translate technical concepts to non-technical colleagues and stakeholders   **Desired experience**   * Academic background or previous employment to evidence competence in statistical modelling & turning complex data into digestible insights * Driving improvement in remote workforce and office based contact centre environments desirable. * Expert Excel * SQL / Snowflake capability, particularly deciphering data tables and cube construct. * Tableau / Power BI experience * Alteryx | **Personal Attributes:**   * Appetite to learn and innovate * Strong communication skills * Highly motivated * Well organised with good planning skills * Team player * Influencing skills * Problem solving skills * Critical Thinker * Attention to Detail * Technical Proficiency * Similar Domain Knowledge   **Capabilities/Strengths:**  Core competencies:   * Leading Change – Level 3 * Continuous Improvement- Level 3 * Interpersonal and Influencing – Level 3 * Judgement and Decision Making – Level 3 * Developing Self & Others – Level 3 * Achievement Drive – Level 4 |