

# Position Description

## Data Analyst



The Cooperative Bank

### Our purpose

Our long-term aspirations are to develop more long-term value-based relationships with our customers, and for our people to grow and develop so that they are better off working at the Co-operative.

### Our values

Our values represent who we are, how we think, and how we behave to bring these to life every day. You'll demonstrate behaviours that define our core values and support an inclusive culture with a strong teamwork spirit.



### About the team

Our Data Analytics team, who are part of the wider Payments, Core and Data team, is a small, driven team dedicated to delivering analytical solutions across the business. We collaborate with various Business Units including Credit, Product, Marketing, customer and the frontline and work closely with all levels across the organisation. Our mission is to grown data analytics maturity and democratise data across the Bank.

### Purpose of this position

To deliver timely and accurate data analytics and reporting to all areas of the Bank, aligned to the delivery of the data analytics strategy as a key enabler to delivering business strategy. A key aspect of this role is the ability to interpret and translate data and the key insights into visual stories that enable key business stakeholders to quickly see what is important.

Position reports to: Lead Data Analyst

### Challenges and opportunities of this role

This area is to focus on the key areas that are the most challenging to navigate but also most important to get right for this position, within our operating environment.

- Team: Support the Head of Payments, Core and Data to build a “future-ready” modern data analytics team in the Bank, while delivering to immediate & BAU data requirements (e.g. product and sales reporting, key metric methodology, etc.).
- Development of a data-led culture: Support the achievement of a data-led culture, through wide acceptance of the data strategy, high confidence in data quality and accuracy, and a deep understanding of where value is created for the Bank.
- Re-architecting data platforms: Supporting the work to build a modern data ecosystem that is fit for tomorrow’s needs.
- Supporting change: Support the Bank in its data maturity journey by delivering value early with high priority organisational requirements or opportunities (e.g., joining customer data points, risk reporting, etc.).

**How you will contribute:**

What you’ll do	Success will mean
<b>Data Analytics Strategy Development</b>	
<p>Support strategy development for the collection, manipulation, and analysis of data for the Bank. Actively participate in the creation of new data-driven approaches for the purpose of generating business insights through data analytics, information visualisation and addressing unanswered business issues in a proactive manner.</p> <p>Contribute guidance over emerging trends and new technologies and ensure these are understood and explored as appropriate.</p>	<ul style="list-style-type: none"> <li>• Data strategy and road map has buy-in and sign off from key stakeholders.</li> <li>• Strong engagement with data strategy and direction.</li> </ul>
<b>Data Analytics Products Delivery</b>	
<p>Interpreting and understanding detailed requirements and translating these into analytical insights (reports, visualisations, etc.) via:</p> <ul style="list-style-type: none"> <li>• Power BI</li> <li>• Performing data extraction</li> <li>• Modelling and the applications of basic and advanced analytical techniques</li> <li>• Delivering self-service system-generated reporting and performance monitoring dashboards</li> <li>• Collaborating to challenge and champion new and innovative ideas</li> </ul>	<ul style="list-style-type: none"> <li>• Data solutions support the Bank’s needs in regard to business monitoring, compliance, productivity or any other area that helps deliver to the business strategy.</li> <li>• These solutions include BAU / regular data solutions as well as ad hoc solutions requests.</li> </ul>

What you'll do	Success will mean
<p>Viewing requirements holistically, considering all interfacing systems and future state requirements.</p> <p>Ensure operational documentation, processes and procedures reflect current state.</p> <p>Use Azure Dev Ops and Git to manage code source control and versioning.</p>	
<b>Data Quality</b>	
<p>Data policies &amp; standards are adhered to (including data privacy &amp; security policies &amp; standards).</p> <p>Business rules &amp; guidelines are applied consistently.</p> <p>High standards applied to the development, delivery and on-going management of data dictionaries &amp; catalogues and master data management.</p> <p>Support the Engineers to test &amp; productionise code.</p>	<ul style="list-style-type: none"> <li>• Delivery of quality data products that meet the needs of the Bank.</li> <li>• Relentless pursuit of quality standards &amp; ownership of solutions.</li> </ul>
<b>Collaboration</b>	
<p>Collaborate with other members of your team. Share knowledge and ideas, whilst remaining open to input from others. Contribute regularly to team knowledge sharing, not being afraid to challenge and look for new ways to work. Share development and tool use experiences, both good and bad.</p> <p>Contribute to the growth of a high performing Marketing team that aspires to be at the leading edge of financial marketing.</p>	<ul style="list-style-type: none"> <li>• Cohesive delivery to business requirements guaranteeing fit for purpose outcomes.</li> <li>• On-the-job development is occurring, contributing to engagement outcomes.</li> <li>• People engagement survey measures.</li> </ul>
<b>Healthy and safe work environments</b>	
<p>Follow all health and safety policies, standards, emergency procedures and plans.</p>	<ul style="list-style-type: none"> <li>• Having healthy and safe ways of working.</li> <li>• All workers feel empowered to and aware of opportunities to participate in health and safety activities.</li> </ul>

What you'll do	Success will mean
<p>Participate in health and safety activities, training and meetings as required.</p> <p>Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement.</p> <p>Cease work if an unsafe situation arises and seek assistance.</p>	<ul style="list-style-type: none"> <li>• Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement.</li> <li>• Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.</li> </ul>

## Decision making and responsibilities

### a) Decisions and/or financial accountabilities:

- N/a

### b) Actions and decisions that are recommended to a higher level of management for approval:

- Data architecture design
- Training requirements

## Qualifications and experience

- 3-5 years' experience in data analytics.
- Proven and successful experience in:
  - Immediate to advanced SQL skills and report design with Power BI or other standard reporting and visualization tools.
  - Immediate to advanced Microsoft Office Excel skills.
  - Working with databases that contain large volumes of data.
  - Working with a wide range of stakeholders to understand their needs and translating this into data requirements and then building data solutions to meet these business needs.
- Tertiary qualification in Data/Computer Science, Information Technology, Statistics, Information Systems, Business, or any other related field.
- Retail banking experience desired but not essential.

## Skills and attributes

### Technical Skills

- Proficient in SQL for querying large datasets and developing reports using Power BI or similar data visualization tools.
- Advanced Excel capabilities including pivot tables, data modeling, and complex formulas for data analysis.
- Strong understanding of retail banking products, customer data, and core banking systems to support data-driven insights and decision-making.

### Leadership Skills

You will be expected to demonstrate behaviours from our Leadership skills framework through your actions, the way you work and how you work with others.