Job Description – Business Analytics Lead

Site/Location	Hybrid/Remote
Department/Business Area	Business Analytics
Reports to	Operations Director

About Woodgate & Clark

Woodgate & Clark has been providing a loss adjusting service to the UK insurance market for over 40 years and is one of the UK's leading loss adjusters, providing complete claims solutions to insurance providers operating in commercial, domestic, marine, and motor. The Company excels at the handling of specialist and non-standard claims. We are currently just under 400 team members across the UK and since 2015, Woodgate & Clark has been part of the Van Ameyde Group, Europe's market leader in international claims management. Van Ameyde operates across more than 30 territories through 46 operating companies, with more than 1500 team members.

To complement our adjusting services, we also have our own dedicated building repair network, Quadrassist, and provide specialist loss adjusting services in entertainment, events, and advertising through Spotlite Claims.

The Person

As the **Business Analytics Lead**, you will be at the heart of supporting the continual development of the management information strategy. You will manage a small team to transform data into actionable business insights, sets data and analytics strategy, ensure data quality and accessibility to various internal and external stakeholders and coach team members to drive data-driven decisions and continuous improvement. You will design and produce reports for internal and external purposes on a regular basis and actively support the migration of data from one internal system to another as part of a larger ongoing business systems project/transition.

The role provides an invaluable opportunity for development with support from a professional and capable team. The role requires someone who has a continuous improvement mindset, challenges the status quo and will pioneer new ideas and ways of working. They will work well as part of a team and be self-motivated, logical, and organised. They will be able to manage multiple stakeholders from different parts of the business, as well as internal and external clients.

Responsibilities

The responsibilities of the **Business Analytics Lead** include (though are not limited to):

Woodgate & Clark

- Work with colleagues in IT to help identify optimum methods for the capturing and extraction of management information (MI).
- Manage the integrity of the MI extraction and analysis process to ensure all data and reports are accurate, current, complete, and consistent.
- Prepare accurate, clear, and professionally presented reports and ensure these are completed within specified requirements and client agreed SLAs.
- Analyse data collected to help inform business decisions
- Support new business pitches by articulating and demonstrating our MI offering
- Train and upskill client relationship managers in the interpretation of MI to help them deliver insights to secure additional business
- Provide support to internal teams to understand their reporting needs.
- Assist analysis of business procedures and recommend specific types of data that can be used to improve upon them.
- Planning and executing business analysis projects, collaborating with stakeholders to define requirements, developing data visualisation and storytelling skills within the team.
- Leverage technical skills in programming languages and data platforms to identify and implement data-driven solutions.
- Always maintain compliance with legal and regulatory requirements and highlight any contravention to the Risk and Compliance Manager.
- Lead, mentor, and coach business analysts and data professionals, fostering a data-driven culture and improving the team's overall capabilities and competencies.
- Act as the primary liaison between business stakeholders and the analytics team.
- You will be expected to carry out any other duties that may reasonably be required and notified to you by the Company.

Skills and Experience (E: essential, D: desirable)

- Advanced proficiency in data tools (e.g. Power BI) and statistical analysis (E).
- Expertise in data visualisation tools (e.g., Tableau) to present complex data insights effectively (E).
- Knowledge of cloud platforms for flexible and scalable data management (D).
- Experience in analytics, statistics or similar (E)
- Strong negotiation skills to define scope, agree on requirements, and influence stakeholders (E).
- An outcome focused individual who can motivate and lead a team of business analysts to undertake change in key business and IT projects, to ensure the Company remains relevant, modern and diverse (E).
- Someone who can bridge the gap between the technical and the business (E).

- Excellent problem-solving skills and solutions focused (E).
- Ability to interpret and present findings (E).
- Can challenge ideas and provide clear reasoning (E).
- Knowledge of working within professional services environment (D).

Education and Qualifications (E: essential, D: desirable)

- Business Analytics qualifications/certifications (IIBA, CCBA, BCS or equivalent), or relevant compensatory experience.