



POWERING YOUR CAREER

**Customer Service Senior Analyst
Role Profile**

Do you want to help power your career and be part of an evolving energy industry?

An exciting opportunity has arisen for an enthusiastic Analyst to join our Reporting and Insight department. The energy industry is advancing with investment in smart technology innovation and Northern Powergrid, as the company responsible for powering everyday life for 8 million customers across 3.9 million homes and businesses in the Northeast, Yorkshire and northern Lincolnshire, is at the forefront of delivering a power network that meets the region's needs, now and in the future.

Our vision is to be the best energy company in serving our 3.9 million homes, whilst delivering a sustainable energy solution. The role of Customer Service Senior Analyst; is to support the Customer Service Directorate through the development and production of accurate insightful and robust MI (both routine and ad-hoc) that will be used to maximise operational performance and inform strategic decisions. The successful candidate will produce performance reports and support project activities.

Along with a competitive salary of up to £34,953 we also offer great benefits such as;

- Enrolment into our pension scheme
- 25 days holiday

We're excited to hear from candidates with a passion for our company and the industry and a desire to succeed. [Apply now](#) and we'll be in touch.

Key Responsibilities

- Turn data into information with actionable insight adding value to routine Customer Service metrics and performance measures
- Identify and recommend actionable improvement opportunities to refine Customer Service processes and systems through robust data and trend analysis
- Support programmes and projects to develop skills and expertise in a project environment
- Monitor and measure change impacts through metrics, reports and management information that demonstrate the impact of change/continuous improvement initiatives
- Work within a closely managed reporting cycle making sure we meet both internal and external reporting requirements
- Become a performance subject matter expert across a number of operational workstreams

Key Competencies

- Strong analytical skills: skilled user of Excel and Powerpoint
- Excellent attention to detail
- Strong communication and decision-making skills (verbal, report writing and presentational), with the ability to clearly present complex concepts in an understandable manner.
- Developed organisational skills and an ability to prioritise in order meet challenging deadlines
- A drive to deliver high quality results & meet customer expectations
- Innovative problem solver
- Strong numeracy skills and an ability to interpret complex data

Qualifications and Attributes

Essential Qualifications and Experience

- X2 A-levels including Maths
- Maths and English (A*- C) at GCSE
- Advanced use of Microsoft Excel and PowerPoint.
- Strong analytical ability with data retrieval and manipulation.

Desirable Qualifications and Experience

- Other equivalent qualifications including a degree are desirable.
- Full driving licence
- Experience in data analysis role
- Power BI reporting
- Use of SQL queries

[Click here to apply today](#)

Visit [northernpowergrid.com/careers](https://www.northernpowergrid.com/careers) to find out more about this and other career opportunities.

Posted: **13 March** Closing date for applications: **27 March**

Applicants are considered on the basis of their suitability for the post irrespective of sex, marital status, sexual orientation, gender re-assignment, race, age or disability, in accordance with the Equality Act 2010.