

	OUTPUT FOCUS JOB DESCRIPTION		REVENUE PROTECTION DEPARTMENT
Position: Data Analyst	Grade: JM 'D'	Incumbent:	Reports To: Revenue Assurance Manager
Manages: Supervisor – Data Management			

JOB PURPOSE: Manage and lead the Data Management Section to gather, organize, cleanse, analyze and report on Customer data, for use by the Loss Reduction Division to aid work assignment and decision making.

KEY OUTPUTS:

- Visualizations
- Reports
- Work Plans
- Performance Plans
- Performance Appraisal of Direct Reports
- Staff Development Needs Analysis
- Staff Development Plans

KEY RESPONSIBILITY AREAS:

1. Liaise with the Departments of the Loss reduction Division to understand customer accounts issues and devise solutions.
2. Gather, cleanse and analyze customer data from the various data sources, for example, Customer Information System (CIS) and Juice for information and insights.
3. Compile reports to present to the Departments of the Customer Services Division to help with work assignments and decision-making.
4. Communicate information and insights derived from the analysis to the Departments of the Loss Reduction Division.
5. Update databases with new or adjusted data
6. Analyze training and development needs of staff
7. Develop on the job training plans for staff.
8. Recommend external training programs for staff
9. Ensure that the work area is orderly and clean.
10. Maintain discipline of staff in keeping with the Disciplinary Policy/Procedure.
11. Conduct performance review and appraisal with Direct Reports.
12. Perform other duties that may be assigned to you within the scope of your employment, from an Authorized Officer.

Required Competencies

Core/Leadership	Skill Level & Importance		Description/Behaviours
Adaptability and Ability to Manage Change	3	H	<ul style="list-style-type: none"> ➤ Helps others adapt to a changing work environment and to embrace change. ➤ Promotes the benefits of a proposed change ➤ Takes time to question; understand and speak to the underlying needs of stakeholders beyond those initially expressed. ➤ Makes/recommends changes to work processes or systems to improve business results. ➤ Develops plans and prioritizes resources to effectively implement change ➤ Remains focused on the desired outcome to help self and others implement change

Decision Making/ Analysis & Problem Solving	2	H	<ul style="list-style-type: none"> ➤ Applies guidelines and procedures that require some interpretation when dealing with exceptions. ➤ Makes appropriate independent decisions in non-routine situations. ➤ Considers the risks and consequences of action and decisions. ➤ Focuses on innovative rather than ordinary solutions to problems. ➤ Monitors impact and effectiveness of decisions.
Financial Responsibility & Value Creation	3	H	<ul style="list-style-type: none"> ➤ Understands the current costs of work processes and programs. ➤ Balances cost versus benefit in taking action or making cost related decisions. ➤ Prepares accurate cost estimates and schedules. ➤ Monitors the budget, tracks costs and revenue, where appropriate. Takes corrective action as required. ➤ Monitors to ensure the efficient and appropriate use of resources. ➤ Continuously looks for methods to improve operational efficiencies.
Safety Focus	2	M	<ul style="list-style-type: none"> ➤ Proactively thinks about his/her safety and the safety of others. ➤ Keeps personal and group safety on employees' minds at all times. ➤ Adheres to high personal standards of safety. ➤ Reports and / or corrects unsafe work conditions. ➤ Acts to correct unsafe work habits. ➤ Documents and monitors occupational safety and health violations.
Teamwork Oriented	3	H	<ul style="list-style-type: none"> ➤ Proactively solicits ideas and opinions and shares information and learning with others. ➤ Addresses conflicts or issues within the team in a positive and open manner. ➤ Provides clear feedback to team members. ➤ Uses understanding of different interests and agendas to achieve positive outcomes. ➤ Engages others in collaborative problem solving, encouraging them to share their ideas and opinions. ➤ Is open, sincere, and empathetic in dealing with all individuals and in all circumstances.
Leading & Managing People	2	H	<ul style="list-style-type: none"> ➤ Gives other opportunities to practice new skills and provides or arranges coaching. ➤ Works to provide a supportive environment by securing necessary resources and removing blocks to effective working. ➤ Expresses confidence in the ability of others to be successful. ➤ Recognizes employee development needs and opportunities, provides on-going feedback and coaching.

Technical/ Functional Competencies

Technical/Functional	Skill Level B, W, A,E	1,2,3,4
➤ Proficient in Data Analysis tools and techniques	E	4
➤ Proficient with Data Presentation tools and techniques	E	4
➤ Knowledge of Database development and management	E	4



➤ Knowledge of Customer Information Systems (CIS)	A	3
➤ Knowledge of numerical and statistical analysis	A	3
➤ Supervisory Skills	W	2

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

1. Bachelor’s Degree preferably in Mathematics/Statistics/Computer Science/Economics/Analytics/Business/engineering or BS/BA with combination thereof and related analytic work experience/and or relevant certifications.
 - Two (2) years of work experience in data analysis or other related analytical projects.
 - Experience working with databases including Oracle, SQL Server, Customer Information System(CIS) TUNet.
 - Strong Proficiency in query/reporting tools, SQL, Advanced Excel, Tableau (or similar visualization tool).
 - Experience working with very large data sets (on relational as well as non-relational data stores).

Legend:

H:	High Requirement. Required performance could not be achieved without demonstration of this competency.
M:	Medium Requirement. Required performance would be difficult to attain without demonstration of this competency.
L:	Low Requirement. Required performance is not dependent on demonstration of this competency.
I,II,III,I V:	The skill level required for effective performance. Skill levels are defined in the Competency Model
*	If a formal leader, all leadership competencies will apply. A formal leader is primarily responsible for the leadership and/or supervision of others. Duties are generally different than the duties of the others in the group.
B:	Basic – Brief, general familiarity. Understanding of where knowledge can be applied, but limited on-the-job application.
W:	Working – Detailed familiarity and understanding. Proficient in applying the knowledge and skills for regular job requirements.
A:	Advanced – Comprehensive understanding (in-depth familiarity with fine points). Able to handle complex or non-routine applications.
E:	Expert – Comprehensive and conceptual understanding. Expert, “go to” resource, can handle highly complex problems or Situations.

This document is validated as an accurate and true description of the job as signified above.

Employee Sign Date

Supervisor Sign Date

Head of Department/Division Sign Date

Date received in Human Resource Division

Date Created/revised