

BI Reporting & ROI Analyst

Department: Support
Reports to: Head of Professional Services / Head of Customer Support (for customer reporting)
Location: Wetherby
Hours: 37.5 hours per week

Summary

This role combines BI Reporting in support of our customers and the development of ROI metrics to inform customers and Proactis around best practise and solution optimisation. The Reporting element will involve supporting our customers on our reporting solutions, assisting the two teams with creation and amendments of bespoke and standard reporting layouts, creation of SQL views and reports, as well as deployment to the hosted environment.

In addition, the post holder will be responsible for developing and leading our ROI data model. This will involve analysis of data sets and knowledge of P2P, Finance and Sourcing process, to assist the business in identifying opportunity and risk. It will require customer facing knowledge and skills and the ability to facilitate discussions with customers on their process and our solutions.

Primary responsibilities and accountabilities

- Manage and update internal support reporting environments in line with product releases
- Manage the Proactis Reporting Queue and assist customers, the Service Desk and Development in the investigation and resolution of support cases relating to Reporting.
- Identify reporting opportunities for the business to promote to customers for revenue generation.
- Size, scope and deliver changes to existing customer reports as well as creation of new reports.
- Champion the value of ROI & BI Reporting as a contribution to the retention of customers and greater customer ROI through increased knowledge of our solutions
- Create benchmark ROI's for each solution using real data
- Work with colleagues to obtain customer support for the concept of 'best in class' metrics.
- Undertake analysis and diagnosis of customer processes and data to determine where and how ROI can be improved through use of our solutions.
- Work with the Development Team to create and maintain a statistical information gathering interface that collates data from the databases of our customer base to increase BI and for ROI analytical planning.

Skills and experience

- Ideally experience within a Procurement or Finance function at operational level
- Strong understanding of financial and or procurement processes
- Good communicator and influencer
- Demonstrable ability to create reports, amend complex layouts and write SQL
- Excellent analytical skills and ability to relate data to business needs and processes
- Experience of working in multi-disciplinary teams and to challenging deadlines
- Proactive, driven and ability to self-manage
- Customer facing experience
- Ability to overcome and resolve issue and problems



Application

To apply for this position, please forward a CV and covering letter to hr@proactis.com.