



Connexus

Job Description

Data Analyst Apprentice

Department: Business Intelligence

Direct Supervisor: Business Intelligence Manager

Location: In office (Craven Arms) and remote working with travel to support customer requirements.

1. Job purpose

- Support the business with data and analysis to help inform evidence-based decisions, and help develop, implement and maintain data solutions within Connexus.

2. Dimensions

- N/A

3. Key objectives/performance measures

- Support colleagues across the business with data queries and reporting needs
- Develop good working relationships across the Connexus group
- Liaise with other areas of the IT and Business Intelligence teams to support data infrastructure
- Assist in producing reports and dashboards, escalating to team members where appropriate
- Support colleagues on data related projects such as system upgrades and regulatory returns
- Knowledge transfer with other colleagues within the team
- Ability to travel between corporate sites and offices

Key Performance Measures:

- Undertake technical certificate(s) and key skills qualifications as per the apprenticeship's standards within agreed timescales.

4. Skills and experience required

- Able to follow verbal and written instructions and procedures
- Good numeracy and literacy skills
- Good IT skills
- Excellent time management skills
- Good attention to detail
- Good interpersonal skills
- Able to communicate with others clearly and courteously both verbally and written
- Ability to work cooperatively with others in a team environment
- Ability to demonstrate problem solving and analytical thinking

Beneficial IT Knowledge:

- Familiarity with Microsoft Excel or similar data tools
- Any work-based experience involving data, reporting or databases
- Basic awareness of SQL or database concepts
- Experience of Microsoft 365 applications

5. Qualifications

- Ability to undertake technical certificate and key skills qualifications as per the apprenticeships standards
- Good level of Math's and English

6. Key relationships

- All Colleagues

7. Organisation chart

Reporting to: Business Intelligence Manager

Direct reports: Not Applicable

8. Standard requirements applicable to all roles

- Flexibility to undertake duties that reflect the scope and level of the role.
- Commitment to personal development and learning activities.
- Uphold Connexus' customer-focused values.
- Act as a Connexus ambassador.
- Ensure compliance with the Data Protection Act 2018, UK GDPR, and internal policies.
- Promote and practice equality, diversity, health and safety, and safeguarding principles.
- Maintain high data quality and follow data management protocols.