INSIGHT ANALYST

We are looking to add an Insight Analyst to our Analytics team, to be based in a key client's head office in Deeside.

Job title:	Insight Analyst	Location:	Deeside
Reporting to:	Insight Manager	Availability:	Feb 2020
Department:	Analysis	Term:	Full-Time

WHY RI?

We believe we can reinvent retail operations through advanced analytics, growing sales and profitability for our global retail and consumer goods clients.

WHAT DO WE DO?

At Retail Insight, we have built a suite of innovative retail execution analytics products trusted by some of the world's leading retail and consumer goods companies including Walmart, Woolworths, Diageo and Danone.

We provide head office, stores and suppliers with data-driven insights that direct action and capture value. We specialise in-store and are at the cutting edge of retail analytics technology, helping identify drivers, and alerting to close, lost sales and lost profits from out-of-stocks, poor in-store execution, waste, markdown and total loss.

RESPONSIBILITIES

The Insight Analyst will have a deep understanding of the challenges we are addressing for our customers, their data and business processes, and our products. You will use this understanding to support delivery, derive systemic insight and improve products to ensure customer value is delivered and successful renewals achieved.

The Insight Analyst is part of our Analysis team and will work closely with operational counterparts in Customer Relationship Management, Engineering and DevOps. You will:

- Support the Customer and Customer Relationship Manager by being the expert on the customer's data and the output of our products (SLA, accuracy, parameters, formatting, value).
- Ensure client issues are resolved quickly and the root cause is identified and managed.
- Leverage knowledge of data and products to derive valuable insight for the customer and continuously demonstrate value of our products (and ways to improve our value from product/service enhancement).
- Liaise with the Engineering team on any product changes, particularly on version release.
- Identify business development opportunities through exploration of current customer solutions.

WHAT DOES IT TAKE TO BE SUCCESSFUL IN THIS ROLE?

Essential:

- 3+ years' experience in an analytical role
- Experience of using analytics and data to drive improvements/solutions/profits/efficiencies
- A creative and proactive attitude towards finding solutions and delighting our clients
- Strong technical skillset including SQL and advanced Excel. Experience in any of the following is highly desirable: R, Python, Tableau, Power BI, Google Cloud Platform including Big Query, SSRS, SAS, SPSS
- Strong communication skills, able to present effectively to both internal and external stakeholders

Desirable:

- University degree, preferably in a numerate subject
- Knowledge of retail operations and processes. Previous experience working within a Retail or FMCG company is advantageous.

IF THIS SOUNDS LIKE YOU THEN WE'D LOVE TO HEAR FROM YOU.