

Insurance Senior Analytics Manager - John Lewis Financial Services (JLFS)

Core information

Location: London head office ▾	Lines of business or shared capability area: Financial Services
Reports to: Financial Services Insurance Pricing Lead	
People Management: Yes ▾	
Assignment Management: Yes ▾	
Partnership Level: Partnership level 6 ▾	Manager's Partnership level: Partnership level 5 ▾
Number of direct reports: 2	Partnership level(s) of direct reports: Partnership level 7 ▾ Partnership level 8 ▾

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands – John Lewis and Waitrose, as well as expanding into new areas beyond retail.

We aren't an ordinary business, though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique Purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

As part of the Insurance Pricing Team you will contribute to the success of the Insurance Commercial Products proposition, creating value for our customers and our business.

As Senior Analytics Manager you will be known for your technical expertise, delivering actionable insight based on sound data analysis; integrating multiple sources, to improve productivity, profitability and customer experience.

Specifically, you will conduct research and analysis to provide information and insight in support of the Insurance Pricing activities to provide pricing strategies for Home and Motor Insurance, and other insurance products as appropriate in the future.

You will lead our Insurance Analytics area and will have the opportunity to develop and stretch personally and professionally to achieve your potential.

Primary Outcomes & Accountabilities

- Accountability for the design, development and maintenance of BI/MI.

Measures of success

Success in the Partnership is measured by the Integrated Objectives. These lay out our ambitions in **Partner**,

- Ownership of a suite of management information dashboards with engaging data visualisations to aid and support the pricing team in analysis.
- Responsible for the provision of analysis and insight from data.
- Accountable for the maintenance of the change control process for BI/MI development.
- Responsible for the maintenance of the development workstack and prioritisation of requests.
- Accountable for following Best Practice Policies and Procedures.
- Develop and maintain monitoring and real time alerts.
- Accountable for ensuring all data usage is in compliance with relevant regulations
- Gain approval for data usage through [Data Ethics Committee].
- Produce regulatory reporting.
- Invest in your personal and professional development, acting as a role model for all Partners.
- Leverage insight and internal and external networks to keep abreast of key customer requirements, market conditions and trends, including technological advancements.
- Support the delivery of projects as assigned by the Insurance Pricing Lead.
- Responsible for compliance with John Lewis policies & procedures within the legal and regulatory framework

Customer, Profit and Power.

On an annual basis medium term objectives will be set & reviewed to enable the Partnership to deliver on these ambitions. As a leader in the Partnership, you will be accountable for delivering on these objectives and also for determining & realising more detailed Objectives and Key Results (OKRs) in your area to support the achievement of these. You will achieve this by leading and empowering your teams.

It is expected that you will review OKRs in your area on a quarterly basis to set the business up for success in achieving the overarching Integrated Objectives.

Additionally, you will be accountable for key metrics and measures on an ongoing basis to track business success in support of the overarching strategy. These include:

- Data Accuracy
- Stakeholder Satisfaction: As reported by users of the service as a whole
- Project Throughput: The number of analytics projects completed per month by the team
- Fraud metrics

Skills

- **Critical thinking:** Uses data and evidence to develop thinking and form reasoned judgements
- **Data analysis:** Evaluates and analyses different types of complex data objectively and sees patterns and meaning to establish the key relevant facts. Uses this thinking to make credible recommendations to inform critical decision making.
- **Developing teams:** Builds high performing teams through individual empowerment and collective focus on team goals and purpose
- **Influencing decisions and stakeholders:** Works collaboratively through active listening and assertive communication to reach win-win outcomes. Adapts style to influence stakeholders and keeps Partnership interest as the forefront of decision making.
- **Innovation:** Explores possibilities and acts on instinct to generate well formed concepts, theories and ideas, and understands how these contribute to business objectives.
- **Continuous improvement (CI):** Consistently demonstrates a continuous improvement mindset

- **Advanced analytics:** Ability to manipulate data with knowledge of advanced analytical techniques and how to apply them.g. R/Python/SQL

Qualifications & Experience (where applicable)

Essential

- BS/MS degree in Computer Science, Engineering or a related highly numerate subject, or extensive analytically-based experience
- Experience with analytics platforms such as PowerBI, Tableau, QlikSense etc, and working in R, Python or other programming or statistical languages
- Technical skill, knowledge and experience in the use of Big Data, data visualisation, data manipulation and enterprise reporting techniques and tools
- Building predictive models
- Experience of synthesising complex and ambiguous information in order to drive actionable insight brought to life through communication and visualisation
- Experience of leading a team of BI/MI developers.
- Experience of general insurance data and reporting requirements.
- Good communication and presentation skills.
- Ability to work independently and as part of a team.
- Good business judgement; an ability to solve complex issues with pragmatic solutions.

Desirable

- Experience with CDL strata, kingfisher, hummingbird, Goldfinch and RTP.
- Ideally experience with Tableau.

Vetting required? (Yes or No)

- Y

Version	Created/updated by	Date
1.0	Gary Davess	24 October 2024