Performance Data Analyst

Specifics

Reporting to
Retail Strategy and Performance Lead

Practice/ Team
Enablement Team

Business Service
Strategy & Commercial

Date
November 2024

Welcome

We're committed to making energy cleaner and cheaper for Aotearoa New Zealand.

Our Retail structure is made up of a network of empowered teams, united by a shared purpose and clear goals, equipped with the skills and capabilities to deliver value to customers end to end.

The way we work is just as important as the work itself. Alongside our Meridian Values, we are guided by three key behaviour shifts: 'Make people awesome', 'Set your compass on customers' and 'Progress over perfection'.

Role Purpose

The Performance Data Analyst plays a crucial role in transforming data into actionable insights that drive Retail business performance.

This position is responsible for delivering accurate and timely business reporting, enabling the organisation to understand its strategic objectives and performance metrics with a dedicated focus on modelling retail energy products and their impact on sustainability and carbon targets.

The analyst will leverage their expertise in data analytics to bring the retail strategy to life, fostering a culture of data-driven decision-making and assessing strategic partnering opportunities.

The analyst will seek out opportunities to leverage data to improve processes, automate manual tasks, and create business efficiencies.

Responsibilities

- **Business Reporting:** Generate accurate and prompt carbon and affordability reports that reflect business performance and strategic initiatives.
- **Data Analytics:** Utilise advanced analytical techniques to interpret data and provide insights that inform strategic decisions.
- **Insight Generation:** Identify trends and opportunities within data sets, presenting findings in a clear and engaging manner.
- **Agile Collaboration:** Work within agile frameworks to adapt quickly to changes and collaborate effectively across teams in both the Home and Business value streams.
- **Process Automation**: Develop and implement automated processes, enhancing efficiency and accuracy in business operations.
- **Presentation Skills:** Communicate data insights effectively, both visually and verbally, to stakeholders at all levels.
- **Continuous Improvement:** Stay curious and motivated to explore new analytical methods and tools to enhance reporting processes.

Skills and Experience

- **Educational Background:** Bachelor's degree in Data Science, Statistics, Business Analytics, or a related field.
- **Experience:** Relevant experience in a data analysis role, preferably within energy retailing.
- **Technical Skills:** Must have Flux and AXOS energy platform experience. Moderate to advanced proficiency in SAS, Power Platform, including Power BI, PowerApps and power automate, and Excel for data manipulation and visualization.
- **Sustainability modelling:** Experience in modelling impacts of sustainability products, preferably within an energy market
- **Attention to Detail:** High level of accuracy and attention to detail in data analysis and reporting.
- **Analytical Mindset:** Strong ability to form independent opinions and recommendations based on data insights.
- **Engaging Communication:** Proven ability to present complex data in an engaging and understandable way, tailored to the audience.
- **Opportunity Identification:** A keen eye for spotting opportunities for improvement and growth within data sets.
- **Agile Mindset:** Ability to thrive in an agile environment, adapting to evolving priorities and collaborating effectively across diverse teams.

Be a good human

Be in the waka

Be gutsy

Enabling Team Member

As a member of an Enabling Team, I am

- A subject matter expert within my area of expertise with a deep understanding of my functional area/craft

- Focused on supporting and empowering Squads, Value Streams and other Enabling teams with specialist advice and support

- Curious and innovative and passionate about customer experience and value

And, I am not

- A solitary specialist working independently without engaging with other teams or the wider business context.

Role Purpose

Provide critical enabling capabilities to make Squads and other teams more efficient, faster and independent

Support Value Streams and Business Services by providing specialist advice, knowledge, and skills development

Structure

Enabling Teams deliver work which allows other areas of the business to deliver on their goals, objectives and KPIs.

Enabling Teams will also have their own goals, KPIs and quarterly plans.

Enabling team members may be allocated to a squad to help provide specific inputs or services

Skills and Mindsets

Subject Matter Expertise
- Deep understanding of the specific functional area or craft
- Ability to translate complex technical concepts into practical solutions

Individual skills
- Excellent communication and collaboration abilities
- Adaptability and problem-solving skills in dynamic environments

Mindset
- Growth-oriented, with a focus on continuous improvement and learning
- Empowering and supportive, fostering independence and efficiency in teams
- Customer-centric, with a commitment to delivering value and aligning with business goals
- Thought leadership mindset, staying ahead of trends and driving innovation within the area of expertise.

Key Responsibilities

Deliver quality outputs
- Adhere to frameworks and guidelines to deliver with consistency and to set standards
- Maintain toolkits and frameworks for the business to use
- Challenge to continuously improve the quality and speed of output delivery
- Support achievement of enabling team goals and KPIs

Teamwork – Make people awesome
- Foster a growth mindset, encouraging your team-mates to embrace challenges, persist through setbacks and treat every experience as an opportunity to learn
- Be a valuable & contributing member of relevant teams
- Support teams to build knowledge and capabilities to become independent and empowered