

Job Description	
Position	Principal Specialist, Data Intelligence
Department	Corporate Planning
Division	Corporate Services

SUMMARY OF RESPONSIBILITIES

- Organise the analytics function, implement tools and strategies to translate raw data into valuable business insights. The goal is to help our organisation in using data to drive high performance and quality.
- Provide leadership and direction to the team members through training and coaching as needed to the team members
- Manage and deliver assigned projects as expected.

KEY AREAS OF RESPONSIBILITIES

- Understand business needs and objectives
- Develop strategies for effective data analysis and reporting
- Define company-wide metrics and relevant data sources
- Optimise the analytics solutions
- Lead and develop the data analytics team
- Lead and undertake market research and data extraction / validation to support strategy implementation
- Oversee all analytics operations to correct discrepancies and ensure quality
- Extract reports from multiple sources (e.g. operations, IT, customer feedback)
- Build systems to transform raw data into actionable business insights
- Apply industry knowledge to interpret data and improve performance
- Keep abreast of industry news and trends

QUALIFICATIONS

- Proven experience as an Analytics Manager or Data Scientist
- Solid experience in data analysis and reporting; industry experience and exposure in fraud analytics is a plus
- Background in market research and project management
- Knowledge of Excel, R and SQL; familiarity with business intelligence tools i.e. Microsoft Power BI
- Superb communication skills
- Analytical skills and strong organizational abilities and problem-solving aptitude
- BSc/BA in Computer Science, Statistics, Data Management or a related field