1 Job description

1.1 Job Details

Job Details:	
Job Title:	Senior Analyst
Department:	Data, Analytics and Insights - Research and Information
Reporting to:	To be confirmed
Responsible for:	Supporting the development of ORX's analytics and dashboard capabilities.
Budget responsibility:	Not applicable
Location	Bath, United Kingdom (hybrid)

1.2 Job summary and main purpose

The Senior Analyst sits within ORX's Data, Analytics & Insights team and plays a key role in turning ORX's unique operational risk data into meaningful, accessible and actionable insight. Working with one of the industry's most comprehensive collections of operational risk information, the role will design and deliver high-quality analysis, dashboards and analytical products that help members better understand risk, identify trends and benchmark their experience.

The main purpose of the role is to develop engaging, user-focused analytical solutions that make ORX data easier to explore, understand and use. The Senior Analyst will work closely with stakeholders and users to understand their needs and translate complex data and business questions into practical analytical solutions.

The role will:

- Design, develop and continually improve intuitive dashboards, visualisations and analytical products.
- Undertake complex analysis to identify meaningful trends, patterns and emerging insights.
- Translate data into clear and compelling insights that support member decision-making.
- Identify new opportunities to create value from ORX data and improve the member experience.
- Work collaboratively with stakeholders, analysts and engineers to develop effective analytical solutions.
- Apply strong analytical judgement, accuracy and attention to detail to ensure outputs are robust and trusted.
- Contribute to the continued development of ORX's analytical capability, tools and approaches.

1.3 Principal duties and responsibilities

Dashboard and Analytical Product Development

- Design and develop intuitive, user-focused dashboards and visualisations that make complex datasets accessible, engaging and actionable.

- Work with stakeholders to understand their reporting and analytical needs and translate them into effective dashboard and analytical solutions.
- Contribute to the design and continuous improvement of dashboard-based analytical products within Agora.
- Collaborate with engineers, analysts and product owners to develop and implement dashboards and other analytical product enhancements.
- Recommend improvements to how members access, explore and interpret ORX data and insights.
- Test and evaluate dashboards, new features and analytical approaches to ensure they are robust, effective and meet user needs.

Delivering Analytics and Insights

- Analyse large and complex datasets to identify trends, patterns and emerging risks.
- Produce benchmarking, research and analytical outputs that support member decision-making.
- Apply analytical techniques to answer business questions and support product development.
- Communicate findings through clear visualisations and compelling insight.

Supporting Data Quality

- Investigate data quality issues and identify improvement opportunities.
- Help ensure analytical outputs are accurate, robust and trusted by members.
- Contribute to the continual improvement of ORX's data governance and quality processes.

Collaboration

- Work collaboratively across ORX to deliver high-quality analytical projects and products.
- Build effective relationships with stakeholders and users, translating analytical needs into practical solutions.
- Communicate complex analytical findings clearly to technical and non-technical audiences.
- Share knowledge and good practice and support the development of analytical capability within the team.

1.4 Accountabilities

- Deliver trusted analytics and insights that support informed decision-making by ORX members.
- Design and enhance dashboard-based analytical products that improve the accessibility and usability of ORX data.
- Partner with stakeholders to translate business questions into effective analytical solutions.
- Maintain high standards of data quality, analytical rigour and governance.
- Contribute to the development and evolution of Agora and other member-facing analytics products.
- Support the growth of analytical capability within the Data, Analytics & Insights team.

1.5 Candidate profile

Criteria	Candidate profile
Essential	• Proven experience working as a Data Analyst, Analytics Consultant or similar analytical role. • Strong proven SQL skills and experience working with large, complex datasets. • Demonstrable professional experience designing dashboards and data visualisations for business users.

	• Ability to translate user requirements into intuitive, production-quality analytical products, supported by rigorous testing and quality assurance. • Strong data storytelling and communication skills. • Experience gained in a business environment of developing production-ready analytical code using languages such as R or Python, including appropriate testing, quality assurance and documentation. • Ability to balance technical detail with commercial and user-focused thinking. • A curious mindset and a passion for finding better ways to present and use data.
Desirable	• Experience designing and developing customer-ready dashboards using AWS QuickSight or other cloud-based BI tools. • Experience working with cloud-based analytics platforms. • Experience contributing to the design or development of data products. • Experience in financial services, risk management or benchmarking environments. • Knowledge of user-centred design principles. • Previous experience mentoring junior analysts.

1.6 Key competencies

1. Proactivity and initiative
2. Effective communication
3. Accuracy and attention to detail