

## Job Description | Job Title

**Department:** Client Data & Analytics

**Location:** Manchester

**Role:** MI Analyst

## The Team

The Client Data & Analytics Team [CD&A] is primarily based in Manchester. The team are predominantly focused upon Casualty service lines but are continuing to expand the service delivery of MI to service lines and departments in the UK and globally. The Strategic goal of the team is to deliver and enable the analysis of client data to create value, insight, clarity, and operational excellence for our clients.

## The Role

The firm is in the process of transitioning to an Enterprise Data Platform [EDP], the implementation of a Global Case Management System, Global Insurance Standard Data Set [GISDS] and adoption of Power BI, moving from centralised push reports to self-service platforms.

The main function of this role is to maintain and enhance service delivery for our clients whilst engaging with the change programmes to realise the transformational

Deliver service excellence to our clients via timely, accurate and insightful analytics. Support and engage with the FE community to improve the understanding and integrity of data capture and how it is used by our clients for performance management. Create and deliver operational analytics which will aid the business identify process improvements to benefit our clients whilst protecting margin.

Recognising the number of concurrent change programmes being implemented; the individual should excel working in a challenging environment, resilient and skilled at delivering service excellence whilst developing and helping to shape the next level of external and internal analytics reporting in real time.

Highly motivated the individual should be confident and proactive, adept at deconstructing data & reporting requirements, understanding the key deliverables of reports and the data structure principles to enable this.

An insurance or legal background is essential for success in this role; candidates without this background will be considered who have demonstrated previous ability to rapidly acquire domain knowledge of new industries.

## Key Responsibilities

- Own a portfolio of clients, taking lead responsibility in delivering their contractual MI reporting, working with the business to drive improvements in data integrity and analytics.
- Own the client reporting requirements documentation, ensuring all relevant parties are equipped with the latest requirements and documentation to deliver to the clients specifications.
- Own the analytics within your client & operational reports!
- Knowledge share across the CD&A team to ensure service delivery for all clients is enhanced.
- Each member of the CD&A Team will be expected to have the ability to cover any of the principal duties and responsibilities within the team.
- Design and deliver analysis to drive improved understanding of performance by client.
- Provide relevant insight and analysis to improve client understanding of their own performance.
- Proactively works with Client Partners to ensure that the CD&A function becomes embedded in the business and provides value add solutions.
- Challenge the way we do things.
- Be responsible for liaising with all colleagues to ensure that the CD&A service is delivered effectively and efficiently.
- Develop KPI/dashboard measures and reports.
- Assist on any tenders/bids as and when required.
- Involved in process improvements.
- Enhancement of current and future reporting.
- Communication: always maintaining open and appropriate communication lines with internal stakeholders and Clients to ensure the firm's needs are met.
- Any other tasks as and when required.

## Candidate Specification

- Ability to work as a member of the CD&A team and establish effective working relationships across other departments to maximise personal contribution.
- Skilled at delivering to challenging timelines whilst maintaining attention to detail and analytical governance and integrity.
- Sound commercial awareness and the ability to provide value add to Client Partners.
- Ability to be calm and retain a professional attitude under pressure.
- Willing and able to work under pressure and to strict deadlines, particularly at certain times of the month/year.
- Excellent organisational skills across a varied workload, ability to prioritise tasks to meet agreed deadlines.
- Professional manner in both verbal and written communication.

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- Self-motivated, pro-active, and able to use own initiative.
- Flexible approach with willingness to accept a range of varying responsibilities.
- Positive attitude.
- Strong presentational skills.

## Essential Skills & Experience

- At least 3 years' experience working as an analyst.
- Educated to degree level
- Background in insurance or law
- Excellent analytical and problem-solving skills
- Experienced interacting with senior management, communicating effectively and achieving 'trusted advisor' status.
- Advanced Excel skills
- Good understanding of data structures, storage, and transformation
- Background in databases and/or SQL desirable
- MS Office skills
- Experience of BI tools would be advantageous.
- Experience in SSRS and exposure to SQL coding would be advantageous.

## The Firm

Clyde & Co is a leading global law firm, specialising in the sectors that underpin global trade and commercial activity, namely: insurance, transport, construction, energy, trade and commodities. It is globally integrated, offering a comprehensive range of contentious and non-contentious legal services and commercially minded legal advice to businesses operating across the world. Clyde & Co is committed to operating in a responsible way. This means progressing towards a diverse and inclusive workforce that reflects the diversity of its communities and clients, using its legal skills to support its communities through pro bono work, volunteering and charitable partnerships, and minimising the impact it has on the environment. The firm has 480 partners, 2400 lawyers, 3200 legal professionals and 5000 people overall in over 60 offices and associated offices worldwide.

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## Our Values

Our values are the principles that guide the decisions we make, unite us in our endeavours and strengthen our delivery, for our clients and our firm. We:

- **Work as one** We are a globally connected team of talented people who act with a firm-first mentality to achieve success.
- **Excel with clients** We aim high and challenge ourselves to deliver unique excellence for our clients, keeping them at the centre of everything we do
- **Celebrate difference** We help each other to be at our best and believe our differences result in greater achievement.
- **Act boldly** We seek new opportunities, take action and learn as we go, recognising that curiosity drives our development and contributes to growth.

## Business Services Competencies

Clyde & Co is committed to providing extensive, personal, and professional development opportunities for our people enabling them to be highly effective in their current role as well as assisting them to fulfil their career aspirations.

The competencies are used to inform all aspects of Business Services career development. They vary across levels and different business areas and fall under the following areas:

- Technical Excellence
- People and Team
- Client/Stakeholder Relationships
- Service Delivery and Commercial Awareness
- Personal Effectiveness

This is the job description as constituted at present; however the Firm reserves the right to reasonably amend it in accordance with the changing needs of the business.

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