

UoS Internships- Advertised External and 3rd Sector Job Description and Person Specification

Name of Organisation	Market Operator Services Limited (MOSL)
Title of Internship	Digital Analyst
Location of Internship	Southampton
Duration of Internship (total hours or weeks)	8-10 weeks
Start Date	June-July 2020; negotiable
End Date	End September 2020
Full-time (35 hours a week) or Part-time (if part time please state hours)	Full time 37.5 hours
Salary (p/h) (Only applicable for external roles- minimum is £8.21 per hour) 3 rd Sector internships are paid £8.92 p/h	£9.50/hour

JOB DESCRIPTION

Job purpose *Please outline the particular project(s) on which the intern(s) will be working, and how this contributes to the long term strategy of your organisation. The more information you are able to provide, the better understanding students will have of the role and your organisation.*

Market Operator Services Ltd (MOSL) is a not-for-profit company set up in 2015 to design, build and operate the world's largest competitive water retail market. The market opened on 1 April 2017 enabling 1.2 million businesses, charities and public sector organisations in England to choose who supplies their water and wastewater services.

We offer:

- The chance to shape a young and evolving market and work alongside key players in the water industry including the regulator, government agencies and our water company members who operate in the market
- The opportunity to develop your analytical and data management skills in a constantly changing environment to identify trends and deliver greater insight to the market in terms of

performance and improvement

- An environment in which you can build a strong network, both internally and with key external stakeholders, and develop your understanding of the water industry, its commercial landscape and the lifecycle
- You will be based in The White Building in Southampton, but you should expect some travel, for example, to industry events, meetings with wholesalers and retailers (trading parties) and learning opportunities outside of the office
- A bespoke learning and development week will be programmed to include work experience with partners and members such as CGI www.cgi.co.uk. Travel may extend outside of the UK.
- You will work within the Digital Team and support other directories systems that drive market operations.
- Your project could include supporting our work to launch a new cloud system
- You will be asked to look at legacy data issues and understand their impact on current systems and processes.
- We currently are reviewing our channel management strategy and you may be asked to input into the related workstreams such as UX and CX.
- You should be prepared to attend and support meetings with stakeholders across England and Scotland. You will be fully supported by your sponsor and line manager.
- We are a genuine learning organisation, which mean your suggestions will be heard and valued.

Intern Programme

1 week - Introductions/Induction

6-8 weeks - Project/ Work programme guided by your line manager with weekly 121s and regular support from your sponsor who is a member of the Senior Leadership Team

1 week - Learning & Development week - this can be in one block or throughout the duration of the internship depending on opportunities. It will include shadowing your sponsor, visiting stakeholders and trading parties with Portfolio Managers, apprentice/intern exchange with our technology partner, CGI, and 'Masterclasses' with industry bodies, such as the Consumer Council for Water (CCWater)

1 week - Review - This will include an internal presentation of lessons learned and evaluation of placement.

Key accountabilities/primary responsibilities	
1.	To manage the activities associated with maintaining the MOSL Azure servers, data repositories and market charts in line with the central IT system (CMOS) databases and to identify and rectify any data anomalies under the guidance of the Chief Architect.
2.	To support the development of MOSL's Digital Roadmap and make suggestions on ways to improve processes and the system infrastructure
3.	Manage data loads
4.	Run SQL aggregation scripts to support market performance and market charts and migrate the charts and reports
5.	Review log files for system errors and manage the regular backups for all MOSL databases Manage database disk space and temporary tables
6.	Work with our IT provider, Smartdesc, to update server configurations to meet operational changes and obligations
7.	Administer user accounts and security roles on the MOSL Portal – the system used by water companies to view and interrogate their performance and compliance datasets

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications, knowledge & experience	<ul style="list-style-type: none"> 💧 MUST be a current student at Southampton University studying in your second or third year 💧 Knowledge of SQL server management and reporting services 💧 Knowledge of file editors and management 💧 Knowledge of server configuration and management 	<ul style="list-style-type: none"> 💧 Currently studying for a numerical/technical based degree with a focus on statistics, such as Economics, Statistics, Mathematics, or Computer Science would be advantageous 💧 Experience in SQL Server, T-SQL queries 💧 Experience in Visual Studio, SSRS, Power BI 💧 Experience in SQL Server

		Integration Services
Planning & organising	<ul style="list-style-type: none"> 💧 Attention to detail and the focus on quality outputs 💧 The ability to work to tight timescales and evolving priorities 	
Problem solving & initiative		<ul style="list-style-type: none"> 💧 To be up-to-date on emerging technologies and the possibilities available to 'digitise' and be able to identify opportunities to apply them to the water industry, specifically within the non-household water market
Management & teamwork	<ul style="list-style-type: none"> 💧 Enthusiasm to learn and be an active and involved member of the wider MOSL team 	
Communicating & influencing	<ul style="list-style-type: none"> 💧 Good communication skills including the ability to present ideas/solutions 	<ul style="list-style-type: none"> 💧 Knowledge of Microsoft PowerPoint, SWAY or other presentation tools 💧 Report writing
Other skills & behaviours		
Special requirements		<ul style="list-style-type: none"> 💧 Passport holder with over six months duration.