

Job title: Market Analyst

Reports to: Operations Manager

Job purpose

This post has a key role in MOSL's work on driving improvements in processes and services offered to Trading Parties in the Non-Household Water Market for the benefit of end customers. This post will support other members of the Operations and Performance directorate to ensure a smooth, on-time delivery of key services.

Scope of job

Key accountabilities

- ◆ To implement efficiency enhancements to business processes to enable a faster and smoother delivery of key market services
- ◆ Enable the efficient entry of new members into the market, working to reduce barriers to entry
- ◆ Facilitate both planned and unplanned exit of Trading Parties from the market to ensure a smooth transfer of customers between parties
- ◆ Drive efficiency in the market by enabling Trading Parties to resolve disputes bilaterally wherever possible and facilitating Trading Parties to progress disputes where required
- ◆ Carry out the financial settlement process to deliver accurate and timely reporting to the market
- ◆ Act as a Subject Matter Expert within the Operations Team and work with other departments to drive market improvements.

- ◆ Representing MOSL at market, industry and wider forums and events
- ◆ Present material to members at monthly committees and forums, sharing trends and provide feedback to members
- ◆ Work to a monthly cycle, produce reliable reporting tools and analysis, escalating any issues

Personal profile

Knowledge

- ◆ An understanding of operational processes and procedures
- ◆ An understanding of governance frameworks within regulated industries
- ◆ An understanding of process, compliance and risk management and their roles in driving improvement.

Skills

- ◆ Good communication and presentation skills
- ◆ Collaborative approach, with the ability to shape issues, influence and network with key members and stakeholders
- ◆ Strong analytical and problem-solving skills
- ◆ Ability to interpret complex data and convert into plain English for a wide range of audiences
- ◆ Able to work under pressure in a fast-paced environment and have good commercial awareness.

Experience

- ◆ Previous experience of using and analysing data to identify improvement work
- ◆ Presenting to internal and external stakeholders
- ◆ Experience of process improvement and problem solving
- ◆ Developing or implementing new approaches to reporting is an advantage
- ◆ Water market experience or experience gained in other regulated markets is an advantage.

Education/qualifications

- ◆ Knowledge or qualifications of improvement methodologies such as: Six Sigma or Lean Management.

Approved by: Angela Day

Date: 17 June 2020