

Position Description			
Position Title	Contract & Reporting Analyst	Group	Operations & Delivery
Function	Operations & Delivery	Department	Service Delivery & Reporting
Cost Centre		No. of Direct Reports / Total Reports	0
Position Reports to	Service Delivery & Reporting Manager		

Primary Accountability
<p>This role has two primary purposes:</p> <ol style="list-style-type: none"> Reporting development and analysis - provide reporting and analysis support to customers and the wider business, to help understand the operational performance of our service organisation and solutions. Contract Lifecycle support – ensure the right contractual agreements are in place with 3rd party suppliers that enable us to deliver on our service-related commitments to customers, and to ensure the necessary lifecycle related activities are undertaken to keep our solutions in support.

Areas of Accountability/Key Responsibilities
<p>Reporting</p> <ul style="list-style-type: none"> • Create the reporting, data and insights to be used for Customer meetings. • Provide operational reporting for NEC internal stakeholders specifically Service Operations performance e.g., daily number of customer contacts via email, phone etc. • Run operational and billing reports for internal and external customers/business units. • Work closely with management to prioritize business and information needs. • Develop, modify, maintain, and support custom reports for both ad-hoc and ongoing needs for both external (customer/suppliers) and internal stakeholders. • Manage and maintain documentation <p>Data and Process improvement</p> <ul style="list-style-type: none"> • Support the Data Strategy and measurement planning; provide guidance on what data to capture, how to map data needs to business questions. • Locate and define new process improvement opportunities, including automation. • Identify anomalies in various data sources. • Incorporate data analysis into designated ongoing reports. • Pursue data quality, troubleshoot data validation, and see issues to resolution. • Acquire data from primary or secondary data sources and maintain databases and data systems. • Identify, analyse, and interpret trends or patterns in complex data sets. • Assist with the review, consolidation, and reduction of data discrepancies. • Build models that lead to constantly improving insights and business understanding. • Generate insights beyond the scope of supporting reactive requests.

Contract & Lifecycle Management

- Maintain a rolling three-year roadmap for all solutions to ensure NEC understands and plans for any lifecycle events, such as patching, refreshes, upgrades etc.
- Clearly communicate these requirements to NEC stakeholders and customers, facilitating discussions about choices and implications of investing, or not investing, in lifecycle upgrades.
- Work with the business to ensure agreed lifecycle upgrades are completed in a timely fashion and agreed quality standards.
- Maintain a configuration management repository to clearly identify and mitigate license expiry and or hardware renewals.
- Ensure clear agreements are in place with 3rd party suppliers (including other parts of NEC globally) that enable us to deliver on our commitments to customers.
- Attend regular meetings with Service providers to ensure performance is in line with agreed contracts, and that any issues are promptly addressed.
- Help manage any service delivery performance issues to resolution.

Challenges

List 2 – 3 challenging aspects of the position

- | Work independently across a diverse environment of customer solutions and reporting requirements.
- | Ability to make recommendations and decisions on Lifecycle Contract components including ensuring there is a central repository for this data.

Qualifications/Industry Certifications

Essential	Desirable
	Relevant degree, diploma, or years of experience in a similar role.

Professional Experience

Professional work experience and skills relevant to the position

- | Demonstratable experience in data extraction from multiple systems and data analysis.
- | Experience with Power BI or similar reporting tools
- | Knowledge of Contract Agreements and lifecycle management.
- | Experience with managing, and getting the best out of, 3rd party contractors.
- | Design and preparation of insightful operational/ service performance reports for customers and internal stakeholders.
- | Commercial acumen and experience with interfacing into customers.
- | Customer (internal and external) focused and proactive.
- | Ability to work effectively within a team environment and with limited supervision.
- | Strong organisational and time management skills.
- | Problem-solving skills and ability to think creatively.
- | Strong Attention to detail / diligent.
- | Good written and oral communication skills.

Decision Making	
Decisions made independently by the role	Decisions/recommendations made after consultation with Manager
<ul style="list-style-type: none"> ▮ Ability to make an informed decision on NEC's contractual requirements for customers specifically relating to Hardware and Software Lifecycle components. ▮ Confirm the key contractual obligations we are responsible for to ensure we meet customer Service Level Agreements. ▮ Key reporting metrics and methodology to inform our organisations reporting strategy. 	<ul style="list-style-type: none"> ▮ Liaising with NEC Suppliers and Vendors to ensure we are meeting contractual obligations specifically relating to Hardware and Software Lifecycle components. ▮ Communications to key internal and external customer stakeholders.

Key Relationships	
Internal	External
<ul style="list-style-type: none"> ▮ Service Operations Manager. ▮ Service Operations Team ▮ Finance team ▮ Chief Technology Officer. ▮ Wider NEC business, including Global teams. 	<ul style="list-style-type: none"> ▮ Key Customer Stakeholders. ▮ NEC and/or Customer Partners/ suppliers and vendors.

Work Health & Safety Obligations

Your health, safety and wellbeing is important to us at NEC. It is therefore critical that all employees take responsibility for the health, safety and wellbeing of themselves and others. To ensure a zero-harm approach and the well-being of all our people, you must comply with our policies and frameworks and ensure your own health, safety and wellbeing while at work and that your actions or inactions do not harm others.

Our Vision

Enabling secure identity and communication in a fast-moving world where every experience is connected.

Our Intention and Values	
Diversify and grow customers, our people, and our capability and revenue streams.	
<ul style="list-style-type: none"> ▮ Innovation ▮ Customer Centric ▮ Courage 	<ul style="list-style-type: none"> ▮ Collaboration ▮ Excellence

NEC Group Code of Values

The following core values are central to the organisations culture, attitudes and behaviour and it is expected that each employee will actively demonstrate their commitment to these values.

- Look Outward. See the Future
- Think Simply. Display Clear Strategy
- Be Passionate. Follow through to the End

- Move Fast. Never Miss an Opportunity
- Encourage Openness. Stimulate the Growth of All.