

Position Description			
Position Title	Service Improvement Analyst	Group	Customer Success
Function		Department	Service Improvement
Cost Centre		No. of Direct Reports / Total Reports	N/A
Position Reports to	Head of Service Improvement		

Primary Accountability
<p>The primary purpose of this role is to assist the Head of Service Improvement to improve the way NEC NZ provides services and support to our customers and support the business objectives of NEC by:</p> <ul style="list-style-type: none"> • Assisting in the definition of business performance measures and analytics • Analysing current performance data and present options to improve on current services • Assisting in planning and implementation of performance improvement plans • Assisting in preparing reports and working with key stakeholders to define and build reports • Reporting on Performance Analytics across the services provided by NEC.

Areas of Accountability/Key Responsibilities
<ul style="list-style-type: none"> Make a significant contribution to performance analysis across the business, through definition of measurements, analysis and implementing reporting. Engage with key stakeholders at all levels to gather data on current performance, processes and procedures and make recommendations to improve. Assist in the design, costing, and documentation of improvement proposals. Assist in implementing the proposals and ensure their effectiveness against performance measures. Keep Service Documentation up to date.
<p>Service Improvement Champion</p> <ul style="list-style-type: none"> Gather, analyse and reports on current performance data, presenting information to teams on current performance, and SLA's. Make recommendations and identify opportunities to improve existing and future services Work with teams to develop continual service improvement plans agreed with management teams. Assist with service design and transition activities across projects and service teams. Write and maintain functional and technical documents. Support the Implementation of industry best-practice in terms of tools, approach, processes.
<p>Service Reporting</p> <ul style="list-style-type: none"> Develop and build reports tailored to audience need. Responsible for ensuring appropriate service level and KPI monitoring is in place. Responsible for producing, reviewing, and evaluating reports on service performance and achievement.

Challenges

List 2 – 3 challenging aspects of the position

- | Review and make recommendations on Service Improvements.
- | Develop and build reports tailored to an audience’s needs.
- | Interpret data and make recommendations on options to improve service.

Qualifications/Industry Certifications

Essential	Desirable
	<ul style="list-style-type: none"> ITIL Foundation

Professional Experience

Professional work experience and skills relevant to the position

- | Demonstrable Service Management experience
- | Experience in the use of reporting tools
- | Strong analytical and reporting skills
- | Team player
- | Customer focused
- | Solution focussed with a pragmatic and proactive working style
- | Good attention to detail
- | Self-motivated
- | Excellent written and oral communication skills
- | Ability to multi-task, work under pressure and to deadlines

Decision Making

Decisions made independently by the role	Decisions/recommendations made after consultation with Manager
<ul style="list-style-type: none"> Analysis and reporting 	<ul style="list-style-type: none"> Service improvement initiatives and/or ideas

Key Relationships

Internal	External
<ul style="list-style-type: none"> Service Operations team Service Improvement Field Services 	<ul style="list-style-type: none"> Customers Vendors and Suppliers Partners

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.

- Innovation
- Customer Centric
- Courage

- 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.