**Management Information Analyst**

We are looking for an experienced Management Information Analyst who shows strong analytic skills with an attention to detail to support the Support and Finance Business Systems Manager and the team ensuring the services are being delivered in accordance with Taylor Wimpey’s requirements.

The successful candidate will be responsible for the design, development and deployment of Management Information and recording, managing, escalating and reporting customer service incidents.

The Management Information Analyst will contribute to the development of user requirements, functional and technical specifications and user guides; Provide support to end users across the business in response to requests & incidents raised including monitoring through to resolution and escalating high priority calls; Implement enhancements or configuration changes, following the release management & change control procedures and ensure that the processes for master data creation, maintenance and deletion are followed.

This is a vital role in a fast changing environment, therefore we expect you to display a strong customer focus approach, general IT awareness including Operating Systems and networking and ability to handle difficult customers having confidence to deal with difficult situations.

**The Role:**

* Working closely with the Business Systems Managers and the Business Customer understand and document the business requirements and develop functional and technical specifications based upon user requirements
* Develop reports in COINS (COINS BI Semantic Layer), Qlikview and Crystal reports including development or support of associated code in line with the documented coding standards
* Drive improvements to data quality including analysis of potential problems and potential solutions
* Provide support to end users across the business in response to requests & incidents raised including prompt response, initial assessment and first time fixes where possible. Ensure all incidents are recorded and managed to the required standard.
* Investigate and resolve reporting issues associated with COINS BI, Qlikview and Crystal reports.
* Maintain a close relationship with business customer (end-user) and ensure they are fully consulted and informed at appropriate times
* Implement and contribute to an overall programme of enhancement, maintenance and bug fixes and prioritise in accordance with the business requirements
* Contribute to the management of the third party vendors, to ensure that software updates and bug fixes are available and applied

**The Person:**

* Knowledge of TW Business processes
* Knowledge of the COINS, Qlikview and Crystal reporting products and associated applications
* Detailed knowledge of one or more of the following disciplines (note these can be learned in post as long as the role holder has a keen interest in the subject area and an excellent capacity for learning and picking up new skills quickly):
	+ Relational Database technologies – understanding of databases including data flow
	+ Qlikview and / or Crystal Reporting Tools
	+ SQL script writing
* COINS and / or COINS OA Designer
* Understanding of project management methodologies, key ITIL processes such as change control and system development life cycles.
* Graduate, or similar qualification in IT, or related subject desirable
* 2 to 3 years’ experience working in a management information or analyst role is desirable
* Project Management experience to Prince 2 quality standards desirable.
* Knowledge and understanding of the industry is preferred
* ITIL qualifications is desirable

**In order to be successful in this role you must be able to prove eligibility to work in the UK.**

**The Company:**

Taylor Wimpey is a FTSE 100 business and one of the largest residential developers in the UK, building new homes and communities across England, Scotland and Wales.

Our vision is to become the UK’s leading residential developer for creating value and delivering quality. We build over 10,000 homes each year, from one-bedroom apartments to six-bedroom houses all across the country.

Our people are passionate about the house building industry and about our customers. Culturally we pride ourselves in having a diverse work force with an opportunity to grow a career in a variety of environments. We look to develop our people in the skills and areas they are most interested in so if you are looking to join a thriving company going through an exciting period then please get in touch.

Internal applicants – please advise your Line Manager if applying for this role.