

Data Analyst – Remediation



Purpose

This role that will be a key contributor to the design, development and embedding of scalable, simple and repeatable approaches to deliver appropriate and sustainable customer outcomes. This role will support the Head of Conduct & Senior Manager Remediation, by collecting data, processing the inputs to identify affected customers, and delivering artefacts to support remediation execution.

Role dimensions

- **Reports to:** Senior Manager - Remediation
- **Division:** Product & Marketing
- **Direct Reports:** Nil
- **Financial Authority:** Nil

Person specifications

- 5+ years of Analytics or Data Engineering related experience
- Experience working with analytical platforms, with strong SQL skills
- Experience performing data analysis and designing reports
- Experience with data assurance in a high-volume transaction environment
- 3+ years of banking experience
- Pragmatic and methodical approach to solving inherently complex issues
- Sound financial and analytical acumen

Role specific areas of responsibility

- Determine data and change requirements to drive the organisations remediation outcomes by understanding business drivers and requirements.
- Analyse incidents and provide guidance to the wider team to assist in forming a view on scoping, methodology, member communication and payment approaches.
- Support the business to identify remediations.
- Ensure documentation is updated as required with data transformations being implemented both internal to TSB staff and end users.
- Support the reporting of progress to a variety of stakeholders across TSB as well as to regulators.
- Produce artifacts to ensure traceability of requirements, quality of analysis, and assumptions are well documented to support sponsor acceptance
- Identify and report variances and quality issues, as well as help complete quality assurance alongside the analytics team when required.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.