



**POSITION: BUSINESS INFORMATION ANALYST**  
**DEPARTMENT: GROUP FINANCE & STRATEGY**  
**REPORTS TO: HEAD GROUP FINANCIAL PLANNING**

### **JOB PURPOSE STATEMENT**

The main purpose of the role is to use data from internal systems and the market to figure out business performance and market trends to drive performance and efficiency.

The Business Information Analyst role is to develop, implement, maintain and support business analysis and modeling to enable the reporting and analysis of both financial and operational information through Business Intelligence (BI) & Analytics.

The analyst interacts with the business stakeholders and subject matter experts in order to understand their needs and design solutions that are acceptable and useful in achieving the bank's strategic goals

### **KEY RESPONSIBILITIES**

#### **Data Management (30%)**

- Establish and uphold standards of best practice by ensuring that the business, application, data and technology perspectives are in line with the bank's Data Governance and Management Strategies, policies and standards.
- Define, document and assess the bank's information needs from business, operational, compliance and regulatory perspectives.
- Coordinating with the EDW/BODS developer and IT to create and maintain SAP Business Object Universes to facilitate availability of data for report development.
- In depth analysis of data and reporting, presenting findings, insights and making recommendations, while also maintaining high standards of data integrity, compliance and accessibility across multiple databases and reporting systems
- Support strategic direction of the bank's data architecture as well as plans to meet current and long term data requirements.
- Provide guidance to project teams on all aspects of Data Management.

- Define and maintain the business intelligence architecture to drive analysis and reporting.
- Provide recommendations to update current MIS to improve reporting efficiency and consistency in liaison with stakeholders.

### **Business Performance Management (40%)**

- Define, articulate, and deliver information, reporting, and analytical needs of key stakeholder groups as well as analyze and prioritize needs.
- Interpreting data and translating it into insightful management information and provide the narrative to help stakeholders understand the significance of the information provided.
- Provide strong reporting and analytical information in a timely manner to support the management team.
- Analyze business information to identify process improvements for increasing business efficiency and effectiveness
- Consistency of adherence to and effective application of established Business Information and Intelligence systems (policies, processes, procedures & tools) to achieve optimal efficiency.
- Provide references for users by writing and maintaining user documentation, providing support and assistance as well as training users.
- Maintains user confidence and keeping information confidential.
- Contribute to team effort by accomplishing related results as needed.

### **Data Governance (20%)**

- Establish and uphold standards of best practice in data governance by ensuring that high data quality exists throughout the reports and information provided.
- Assesses data repositories for compliance with data governance policies and standards. Works with all areas of the organization to ensure data quality and integrity.
- Manages the creation of regular progress monitoring reports.
- Designating accountability for information quality

## **People Performance (10%)**

- Collaboration with other members of the Department and with other relevant stakeholders across the group for the purpose of cultivating collective responsibility to achieve business goals.
- Knowledge transfer to the Team Members and B.I. Champions and Users.

## **COMPETENCE REQUIREMENTS**

- Skills to implement advanced strategies for gathering, reviewing and analyzing data requirements
- Apply best practices for effective communication and problem-solving
- Exhibit the core and leadership behavioral values of CBA
- Analytical skills to effectively perform and/or guide on quality of information and analytics in a manner that consistently achieves high quality standards or benchmarks.
- Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.
- Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.
- Self-empowerment; self-driven to enable development of open communication, teamwork and trust that are needed to support a performance and customer-service oriented culture.
- Keen to establish Best Practice standards.

## **QUALIFICATIONS AND EXPERIENCE REQUIREMENTS**

- University degree in business related studies or equivalent.
- Professional qualification (Prince II, CBAP, IIBA or equivalent professional qualification)
- MBA is an added advantage
- Five years' work experience in data quality, modelling and analytics.

- Expert knowledge across multiple technology platforms, business processes and enterprise architecture.
- Practical experience in use of relevant MS Office applications, MIS tools and Banking Applications
- Proficiency in Excel, SQL, SAP, T24 and application coding skills.
- Experience in working with or leading a Service Oriented Architecture (SOA) integration environment.
- Experience in the financial services industry or banking sector would be an added advantage

