

## Job title: Market Operations Analyst

Reports to: Head of Market Assurance

### Job purpose

This post will support other members of the Operations and Performance directorate to ensure a smooth, timely delivery of key market services. It also plays a key role in MOSL's work on driving improvements in processes and services offered to Trading Parties in the Non-Household Water Market for the benefit of end customers.

### Scope of job

### Key accountabilities

- ◆ Carry out the financial settlement process to deliver accurate and timely reporting to the market
- ◆ Enable the efficient entry of new members into the market, working to reduce barriers to entry
- ◆ Facilitate both planned and unplanned exit of Trading Parties from the market to ensure a smooth transfer of customers between parties
- ◆ Work to a monthly cycle, produce reliable reporting tools and analysis, escalating any issues
- ◆ Implement efficiency enhancements to business processes to enable a faster and smoother delivery of key market services
- ◆ Act as a Subject Matter Expert within the Operations and Performance Team and work with other departments to drive market improvements.

- ◆ Represent MOSL at market, industry and wider forums and events
- ◆ Present data insights to members at monthly committees and forums, sharing trends and provide feedback to members

## Personal profile

### Knowledge

- ◆ An understanding of operational processes and procedures
- ◆ An understanding of governance frameworks within regulated industries
- ◆ An understanding of process, compliance and risk management and their roles in driving improvement.

### Skills

- ◆ Good communication and presentation skills
- ◆ Collaborative approach, with the ability to shape issues, influence and network with key members and stakeholders
- ◆ Able to work under pressure in a fast-paced environment and have good commercial awareness.
- ◆ Strong analytical and problem-solving skills
- ◆ Ability to interpret complex data and convert into plain English for a wide range of audiences

### Desirable Experience

- ◆ Previous experience of using and analysing data to identify improvement work
- ◆ Presenting to internal and external stakeholders
- ◆ Experience of process improvement and problem solving
- ◆ Developing or implementing new approaches to reporting
- ◆ Water market experience or experience gained in other regulated markets

## Education/qualifications

- ◆ Educated to Degree Level is desirable but not essential

Approved by: Samantha Webb, Head of Market Assurance

Date: 19 April 2022