Job Brief: **Data Support Analyst**

Reporting to: **Group Head of Financial Planning & Analysis**

Location: **Elstree, UK**

Job Summary

To drive and support a range of systems-related projects for the Masters team, focusing on the development of systems and tools to optimise access to meaningful information for commercial functions and help set a standard for data management.

Job Purpose:
- To develop in-house solutions to complement any existing or new software, e.g. CRM, to support the needs of the business, with a particular focus on global commercial functions.
- To review and recommend software to improve the organisation's productivity and efficiencies against its business models and process improvement requirements, by understanding its process workflows, SOP/WIs and current technological systems, databases and communication platforms with all group functions.
- To effectively bridge the needs of the business and the third-party IT strategic partner provider, becoming the key liaison between the two.

Main Job Duties:

1. Development of tools to support global commercial functions, with a focus on sourcing, evaluation of opportunities and tender management, to attempt to systemise as much as possible.

2. Research into potential software projects, e.g. CRMs, that could support the needs of the business and be compatible with SAP B1.

3. Evaluation of potential software products, e.g. CRMs, to establish the added value/benefit and understand interfaces with in-house solutions, or whether additional in-house solutions could be beneficial.

4. Support the translation of business requirements into technical proposals for future systems.

5. Supporting business teams during the analysis and planning stages of any intended changes or proposals, such as during the stages of software configuration or development and implementation, plus data collection, incorporating user ideas, validation and testing.

6. Support the development of reporting against business efficiency KPIs.

7. Review data accuracy and support data cleansing exercises and initiatives where necessary.

8. Manage and improve collaboration with third-party IT support service, acting as a liaison.

9. Support functions to standardise group reporting and create visual dashboards.

10. Train, educate and present information to employees of changes made to processes, and in how to use new systems and create guides, FAQs and presentations.

11. Keep up to date with technical and industry developments, exploring new and improved options for systems and methods as they arise.

12. Conduct ad-hoc tasks, as required by management.

Candidate Guide:

Masters Speciality Pharma is a global pharmaceutical company whose core mission is to provide life-changing medicines to patients in need, anywhere in the world. We prioritise emerging markets, partnering with innovative companies to deliver their products to the regions they cannot reach. At Masters we are proud of our company's vision and of what we do to deliver it.

The successful candidate will have attributes in keeping with Masters' company ethos – professional, hands-on and results driven. You will be motivated to achieve success, but also work collaboratively with colleagues to achieve the company goals, and have the desire to work within in a fast-paced and highly regulated environment.

Attributes, Skills and Qualifications:

Relevant skills, interests and experience should include computer programming, data analysis, reporting, networks, databases, stakeholder analysis, process design, systems analysis, planning, implementation and testing.

Essential
- A broad knowledge of hardware, software and programming
- Proven programming ability, especially in VBA
- Excellent communication skills (including written and spoken English language)
- Interpersonal, consultative and facilitation skills
- Able to interpret and present technical information to non-technical stakeholders
- Analytical and logical with an aptitude for problem solving
- Being detail-oriented and capable of delivering a high level of accuracy
- Self-motivated with strong organisational and prioritisation skills
- Able to effectively collaborate cross-functionally at varying levels in the organisation
- Management of risks and issues, knowing when to escalate
- Ethical and reliable

Desirable
- Good understanding of wholesale and supply chain principles and practices
- Project management skills
- Good business awareness

Systems Knowledge
- Microsoft 365, especially SharePoint, Teams and Excel
- CRMs, e.g. Salesforce or other CRMs used in distribution businesses
- ERPs, including SAP B1