



Head of Management Information - POMS



Money[®]

About Post Office Management Services

POMS is a customer focused organisation that relies on the Post Office Money brand, its network, customer data and marketing capabilities in order to deliver its plan objectives.

As an independent business, it was established in 2014 after the Post Office bought out the joint insurance venture between Bank of Ireland UK and Post Office. Our vision is to operate as a specialist broker. Our team has expanded significantly since then, as we continue to pursue our core visions to:

- Deliver operational efficiency, product and pricing flexibility resulting in greater control of, and access to, the value chain;
- Directly control customer management, policy conditions and retail pricing;
- Enter in to partnership agreements with Underwriters, Third Party Administrators, Software Houses and Consultancy firms to procure and develop the capabilities required in support of our chosen business model; and,
- Build a tangible asset for the Post Office.

POMS is a wholly owned subsidiary of Post Office and this means you are part of an organisation that is trusted by communities and consumers, putting its people and customers first. Together we have the opportunity to write the next chapter of an iconic organisation with over 300 years of history. We shape our future and each of us has the autonomy and responsibility to help create a business we can all be part of and proud of.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. We're improving our online and in store experience for customers because we know that our customers never stop changing, so neither will we.

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide essential products and services for our customers for many years to come.

This is a uniquely exciting and challenging time for the Post Office and for POMS – we're shaping the future and creating a business we can all be proud of.

We share the Post Office values of Care, Challenge, Commit.

The basics

Job Title:	<i>Head of Management Information - POMS</i>
Post Reports to:	<i>Chief Financial Officer</i>
Division:	<i>Finance</i>
Budget Responsibility:	<i>1 Member of Staff and IT licences</i>
Number of Direct Reports:	<i>1</i>
Location:	<i>Finsbury Dials, London</i>

The purpose of the role

This role is an integral part of the finance team that sits within Post Office Management Services (POMS). The purpose of the role is to lead the development and delivery of all POMS management information thereby assisting the objective of maximising POMS profitability whilst supporting the maintenance of financial and other management control.

Principal accountabilities

- Lead the Production & Delivery of POMS Management Information to the relevant Daily/Weekly/Monthly deadlines with a Production “ethos” so that deadlines are understood, planned for and met e.g. especially with regard to insights into Weekly Trading.
- Provide insightful MI for POMS Board, ExCo, Senior Management and Functions to support the development of POMS business and the strategic decision making process.
- Improve POMS existing MI to achieve regular reporting via a suite of tested reports (ideally with basis notes & definitions) and thereafter lead the continuous improvement of POMS MI in line with its business.
- Develop new MI using modern MI Tools, i.e. Tableau, Qlik Sense or Microsoft Power BI such as to create and extend a new POMS MI System.
- Introduce, develop and support a measure of “Self Service” MI for POMS users. Lead the administration, maintenance and further development of the POMS MI System.
- Highlight trading/commercial trends relevant to the various business teams.
- Assist the prioritisation of new MI Requests, i.e. what new MI is developed and when.
- Support the recruitment, leadership and subsequent development of an MI Analyst for POMS.
- Ensure the maintenance of the integrity of the data supporting POMS MI working with POMS outsourced IT supplier, POL IT and POMS Insurance Suppliers as necessary. This includes keeping necessary standing data updated (e.g. to ensure the accuracy of channel allocations etc.).
- Ensure comprehensive Procedure Notes exist for all regular reporting and that the distribution of MI is recorded and managed.
- A key Customer to be proactively supported is the POMS Product Team. This will include support for new products and business cases where required.
- Strong daily liaison with the Infrastructure team managing POMS data.
- Regular liaison with the POL MI Team, reconciling data about POMS within POL MI.
- Responsible for liaison with POMS Insurance Supplier MI Teams regarding e.g. MI Production deadlines and additional Supplier MI requests working closely with POMS Operations team.
- Access to PO Customer data and liaison with Marketing Analysts for relevant projects.
- Responsible for ensuring compliance with any specific legislative, regulatory, or contractual requirements.

Key stakeholders

Internal

- CFO, POMS
- Managing Director, POMS
- POMS Leadership team (ExCo)
- POMS Board
- Product Management
- Operations Management
- Risk & Compliance Management
- Marketing Management
- Change Management
- POL MI
- POL IT

External

- Insurance Suppliers
- Software Suppliers
- Training Suppliers

Qualifications, experience and skills

Qualifications

- Graduate (or relevant professional qualification) preferred.

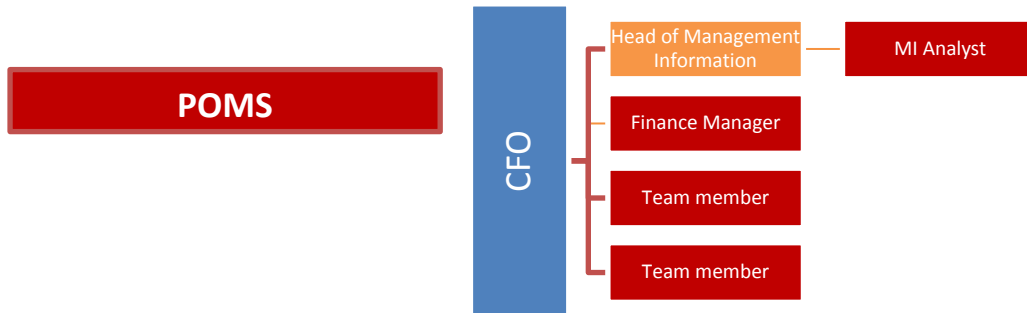
Experience

- Extensive experience of Insurance Management Information (MI) – both its development and previous leadership of its regular production and delivery to e.g. daily/weekly/monthly deadlines. Resolving queries concerning that MI. Able to lead the development of new MI and assisting in the prioritization of what MI is developed and when for a wide range of users.
- Significant experience in an Insurance environment, operating at a senior level.
- Previous exposure to and knowledge of Travel, Home, Car and Life insurance is required.
- Considerable experience of different kinds of Insurance systems e.g. Policy Administration, Call Centre, Claims etc. preferred.
- Ideally knowledge of MI and Finance operations within a general insurance intermediary. Experience of working with significant third party partners also preferred.
- Knowledge of governance and controls in a UK regulatory environment

Skills

- Able to prepare/lead the preparation of insightful Management Information from data and knowledge about how to obtain the required data from multiple systems and sources. Accuracy and also judgement of the relative accuracy required for different tasks/MI.
- Able to use and develop MI queries against POMS data using modern MI Tools, i.e. Tableau, Qlik Sense or Microsoft Power BI
- Able to introduce and develop “Self Service” MI for POMS Users
- Able to provide expert MI advice to the POMS Leadership Team, CFO, Managing Director of POMS, Finance Leadership team and Post Office Limited (POL) more generally on POMS MI issues.
- Leadership and Management e.g. small team management
- Commercial acumen
- Strategic problem solving and decision making
- Managing complexity, ambiguity and change
- Communication and influencing
- Collaboration and teamwork
- Computer literacy/numeracy with strong Excel, Word and PowerPoint skills
- Programming skills - e.g. with SQL, SAS - an advantage
- Strong analytical skills, with the ability to effectively summarise and interpret data to senior non-finance business leaders and staff

Where does this role fit in with the rest of the team?



IT permissions

Please note that the following section is to be completed by the Line Manager:

IT permissions	
Job Role	This is used to describe what systems and assets an employee will need to perform their job. This is NOT the job title (although in some cases it may be the same). It is associated with one or more Job Descriptions.
IT Equipment	Please refer to Equipment Package List on Matrix
Applications	Please refer to Application Package List on Matrix
Software Access	Please refer to System Access by Function/Business Unit List on Matrix
Other System/Application	Any current System/Application used but not listed on Matrix
Approved by [System Owner]	
Job Title [System Owner]	
Date	