**Trainee Business Analyst**

Company : RoamingExpert.com Ltd

Location: Preston PR5 – Office based

Full-Time, Permanent

Schedule: Monday to Friday, 9.00 am – 5.30 pm

Salary: Up to £25,000 dependent on experience.

**Who are RoamingExpert?**

At RoamingExpert we specialise in lowering mobile roaming charges for UK businesses with a global footprint. We work in partnership with all major networks to build bespoke tariffs for our customers based on their travel requirements rather than offering a standard package.

We pride ourselves on offering exceptional customer service. This is key to us building and maintaining relationships with our customers, which has always been the backbone of our business ethos.

We have an exciting opportunity for a hardworking, forward-thinking individual to join our busy customer service team and represent our company as it continues to grow and evolve in this fast-paced ever changing industry.

**Role Overview:**

We are seeking a graduate business analyst to join our analytics division. As a business analyst, you will play a pivotal role in supporting the senior leadership team in making data-driven decisions for the growth of the business. You will be required to work closely with the Analytics Manager.

**The main responsibilities include:**

* Investigate root causes of problems, identify where a business need exists, and shape the project to address this need.
* Research, analyse, and define current and proposed business processes; apply gap analysis to identify actions required to implement the revised processes.
* Support senior analysts in building reports, dashboards, and presentations for business stakeholders
* Perform ad-hoc analysis and data extraction to support decision-making processes
* Present insights to senior leaders across all business functions, to inform and guide key strategic decisions.
* Collaborate with cross-functional teams to understand business needs and develop actionable data insights
* Contribute to the automation of reporting processes and data pipelines
* Extract data from our proprietary systems, perform quantitative analyses and draw valuable insights.
* Own and diligently execute key processes that support commercial and operational effectiveness, such as market benchmarking, budgeting, and sales analytics.

**Required Qualifications**

* A recent graduate with a 2:1 or higher in a quantitative degree (E.g. Economics, Mathematics, Statistics or a related field).
* Strong analytical and problem-solving skills with an interest in working with large data sets
* Basic understanding of **data analysis tools** such as **Excel**.
* Excellent attention to detail and ability to work with accuracy under pressure.
* Strong communication skills, both written and verbal.
* A passion for learning and growing in the field of data analytics.

**Desirable Qualifications**

* Familiarity with sales KPI’s and ability to create reports based on extracted data.
* Proficiency in data analysis using Excel, and SQL.
* Familiarity with data visualisation tools like **Power BI, or Tableau**.
* Internships or academic experience in similar data-drive/insights-driven roles
* Ability to use tools like MS Visio – for process mapping and bottleneck analysis.

**Benefits:**

* Casual dress
* Company pension
* On-site parking
* Company Social Events
* On-site gym access
* Ability to earn commission through company referral scheme
* Additional holidays for length of service
* Profit related bonus

**Equal Opportunities**

We're an equal opportunity employer, which means we'll consider all suitably qualified applicants regardless of gender identity or expression, ethnic origin, nationality, religion or beliefs, age, sexual orientation, disability status or any other protected characteristic. We recruit and develop our people based on merit and their passion for creating better outcomes, and we're committed to creating an inclusive environment for all employees. During the application process, you'll be asked to share your personal characteristics and data with us. This helps us understand our audience so we can make sure we are doing everything we can to attract a diverse range of people and ensure our recruitment processes are fair and inclusive.