

Reporting and Insight Team Lead

Team:	Reporting and Insights Team
Reports to:	Vice President, Enterprise Services
Contract Type:	Permanent, Full Time
Location:	41-45 Blackfriars Bridge Court, Blackfriars Bridge Road, London, SE1 8NZ

About Reevo

At Reevo we believe that a transparent relationship between brands and consumers is better for both. Over 200 brands agree with us and use our Ratings & Reviews, Social and Customer Intelligence products to engage with, listen to and learn from their customers.

We also believe we can help everyday people make better decisions about what to buy by connecting them with likeminded people. That's why we're always innovating – creating new tools for customers to express their opinions and constantly improving the ones we have.

We don't settle for average. We want to make cool stuff that serves a good purpose. If you work with us, you will too.

Role Description and Responsibilities

This role is part of a new client facing team, to deliver bespoke insight and reporting projects for our clients. The team is recently formed, and has two junior members who have joined the team from other parts of our organisation. They can teach you how our solution and how our data is structured, you will lead them and teach them to deliver impactful client projects.

Team lead – 30%

Leading a team of two, act as a mentor, teacher, and sounding board. Assign tasks to the team, and ensure delivery of their objectives. Help set overall objectives for the Reporting and Insight team, and track progress against the objectives. Quality assurance on the team's work.

Customer Reporting and Insight Delivery - 50%

Client-facing element, meeting with clients to understand their key issues and pain and what solution we could build for them to help them use review data more effectively. Develop and deliver prototypes for client demos and sign-off. Building



impactful and insightful dashboards, either delivered yourself or leading your team in delivery. On-board and training of customers. Exploratory analysis.

Insight and Reporting Sales Support - 10%

Assist sales to support in client facing meetings, gathering customer requirements and proposing insight solutions.

Internal reporting & analytics - 10%

Deliver internal reporting and analytics to help us understand our results, our customers, and how our product performs across all our clients.

This is a new position and to some extent, you will have the opportunity to influence the composition of the role and the direction of the team in the future.

Who we are looking for?

- You are keen to develop a new Reporting and Insight function in a growing organisation, eager to be a data evangelist, growing visibility for what Insight can deliver to clients, and getting other parts of the organisation excited about the value it can deliver to our clients and our company.
- You are passionate about delivering value to clients using data. You love data, but more specifically, you love the way data can be used to find insight and commercial value. You like getting your hands dirty.
- You are comfortable in talking to clients, and getting them to understand your passion for data and how it can deliver them value. You are able to articulate complex concepts clearly and succinctly. However more importantly, you can listen to people and ask the right questions to find their 'need' and can educate clients and internal stakeholders on analytics and insight best practices.
- You are looking to develop your leadership skills, and looking to take on a small team of junior resources to lead and teach them and take them under your wing. You look forward to passing your knowledge and experience onto your team.
- You have designed and built a number of impactful interactive dashboards that serve a commercial purpose.
- You know how to interrogate a database, transform and join datasets, perform data discovery and at least basic statistics.
- You are self-aware and can dismiss dead-ends quickly.

Skills & Experience

Desirable Skills:



- Team lead skills
- Understanding of SQL
- Exposure to Alteryx for ETL to build data sets for insight and analysis, and schedule reporting
- Degree level education or equivalent experience.

Highly Desirable Skills

- Business Analysis and project scoping and planning – experience in speaking to clients, understanding their needs, developing solutions to deliver and develop plans to deliver them
- Knowledge of Tableau Desktop - able to build complex visualisations and dashboards (but know when a simple bar chart will do)

Reevo is an Equal Opportunities Employer.

Please note: we can only consider applicants with the current legal right to work in the UK.