

# Job Description

<b>Position Title</b>	<b>Head of Business Insight and Pricing</b>
<b>'Reports to' Position Title</b>	<b>Group Strategy &amp; Finance Director</b>
<b>Date (Written or reviewed)</b>	August 2019
<b>General Summary</b>	
<p>This role is responsible for leading Business Insight and Pricing within the Strategy &amp; Finance Team. The role is responsible for ensuring that the team provides Smith&amp;Smith and Laser Group with:</p> <ul style="list-style-type: none"> <li>• Invaluable information and insight to support good decision-making around the business and optimise business outcomes</li> <li>• Decision support tools to support complex decisions</li> <li>• Clear exception-based reporting trends and insight to support management of the business, with a supporting programme of review and improvement</li> <li>• Monthly reporting on agreed balanced scorecard measures which will also form part of our external reporting to Belron</li> <li>• Reviews that evaluate the outcomes of future and past business decisions</li> <li>• Support project business owners with the identification of benefits for larger programmes of work</li> <li>• Support development and adjustment of our business strategy by providing an appropriate evidence base</li> <li>• Clear pricing reviews and analysis to support customer pricing and customer contract renewals</li> <li>• Develop and maintain a Pricing strategy for all products and services across Belron NZ</li> <li>• Commercial analysis to identify opportunities to improve financial outcomes across the business both P&amp;L and balance sheet</li> <li>• Periodically models and presents profitability by key account, fitting channel (eg mobile, branch, dealer, etc) and product type.</li> <li>• Demonstrates an understanding of underlying drivers of profitability and develops reporting to support key drivers</li> <li>• Conduct ad-hoc analysis to support key decisions / strategic analysis linked to our strategy</li> </ul> <p>In addition, the Head of Business Insight and Pricing will</p> <ul style="list-style-type: none"> <li>• Develop and own the Data strategy for the Belron NZ Group, ensuring there is a suitable supporting data architecture within which to store and retrieve business data</li> <li>• Ensure that a data dictionary exists and is maintained for all measures and that reports conform</li> <li>• Specify and manage the reporting suite and toolset required to empower business decision makers and leaders to create self-service reporting where possible</li> <li>• Be responsible for ensuring that the TM1 data cubes (or equivalent) and associated data hierarchy is able to accurately represent performance and support business decision</li> </ul> <p>Fundamentally, the Head of Business Insight and Pricing ensures that people within Belron NZ have access to world class insight, measurement and reporting to fulfil our purpose and achieve our overarching ambition. The role will ensure the integrity of data and that the data dictionary remains current and accurate.</p> <p>As an inspiring purposeful leader, it is essential that you are courageous, enjoy navigating uncertainty and complexity, are customer driven and love nurturing cultures where people can perform at their best. Creating a workplace that can only be described by your people as a “great place to work”. You also need to be able to engage in an inspiring manner with members and other stakeholder groups through bringing to life the Belron values.</p>	
<b>Principal Duties and Responsibilities</b>	
<b>Principal Duties and Responsibilities</b>	<b>Measure of success</b>
<b>Business Modelling</b>	<ul style="list-style-type: none"> <li>• Ability to carefully scope, design, build, validate and implement models and tools</li> <li>• Self-service tools deployed on decision makers desks for regular decision making</li> </ul>

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	<ul style="list-style-type: none"> <li>• Abstract concepts are simplified. Modelled and understood to support business knowledge and education</li> </ul>
<b>Pricing strategy and modelling</b>	<ul style="list-style-type: none"> <li>• Development / maintenance of pricing corridors for customer segments</li> <li>• Develop and maintain capability for measuring customer profitability and proposing profitable pricing deals and customer offers</li> <li>• Perform scenario modelling to help inform customer engagement and</li> <li>• Lead process for ensuring ad-hoc pricing queries can be managed simply and effectively</li> </ul>
<b>Insight reporting</b>	<ul style="list-style-type: none"> <li>• Develop decision driven / exception-based reporting with a clear review programme for improvement / utility</li> <li>• Monthly balanced scorecard is delivered on time to enable agreed reporting timeframes with ELT and Belron</li> <li>• Proactive insights to support major areas of value / cost around the business</li> </ul>
<b>Data Strategy and supporting architecture</b>	<ul style="list-style-type: none"> <li>• Clear data strategy and programme for the organization</li> <li>• Clear data dictionary and improvement programme for metrics and collection</li> <li>• All data has owners and is used appropriately, with business owners for major datasets</li> <li>• Data architecture is clear and simple enabling quick easy data access at an affordable TCO</li> <li>• Maintenance plans in place to ensure data integrity</li> <li>• Appropriate toolsets in place to support business to access own information and for the BI team to develop clear, concise and informative reporting</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Ability to communicate findings and insight in clear actionable ways using written, pictorial or verbal forms</li> </ul>
<b>Health &amp; Safety</b>  <i>Responsible for the safety of self and those around you, this is not compromised</i>	<ul style="list-style-type: none"> <li>• Demonstrates positive role modelling in health and safety practices</li> <li>• Ensures that the safety of self and others is not compromised by actively identifying and acting on H&amp;S risks</li> </ul>
<b>Competencies</b>	
<b>Competency</b>	<b>Description</b>
<b>Building Relationships</b>	<ul style="list-style-type: none"> <li>• Identifies and understands stakeholder needs. Consults with stakeholders and keeps stakeholders informed.</li> <li>• Builds positive, friendly relationships with others internally and externally.</li> <li>• Resolves conflict quickly and works well with others. Encourages sharing of best practice.</li> <li>• Obtains and shares information, ideas and problems.</li> <li>• Working collaboratively with others, a team player.</li> <li>• Actively contribute to building strong team dynamics: seeks high levels of involvement; strengthen team bonds, not avoiding tough issues, and put the team needs first.</li> </ul>
<b>Customer Delight</b>	<ul style="list-style-type: none"> <li>• Ensure the delivery of exceptional customer service</li> <li>• Builds positive, friendly relationships with others internally and externally.</li> </ul>
<b>Leading Self &amp; Purposeful Leader</b>	<ul style="list-style-type: none"> <li>• Has clarity around their own personal purpose and how this lines up with the business purpose</li> <li>• Proactively seeking and being receptive to feedback without being defensive</li> <li>• Reflects on activities and impact on others</li> <li>• Accurately assessing their own strengths and weaknesses, opportunities, and limits</li> <li>• Being aware of their personal triggers</li> <li>• Has a collaborative and learning focused approach</li> </ul>

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<b>Deal with ambiguity</b>	<ul style="list-style-type: none"> <li>• Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty</li> </ul>
<b>Facilitation</b>	<ul style="list-style-type: none"> <li>• Ability to align different stakeholders whilst ensuring progress</li> <li>• Work with the business to identify opportunities proactively and generate recommendations and forward plans</li> </ul>
<b>Other Information</b>	
<p>The Role reports to the Group Strategy &amp; Finance Director.</p> <p>The successful candidate will possess</p> <ul style="list-style-type: none"> <li>• Strong commercial experience and skills to drive financial outcomes</li> <li>• Ability to think laterally and present recommendations that require tradeoffs between different criteria, e.g. customer gain versus financial outcomes</li> <li>• Proven experience in leading performance via Process management and strong people engagement</li> <li>• Strong analysis skills (large stamina to look at numbers all day; week-after-week)</li> <li>• Ability to identify, track and see issues through to resolution, relying on corporate savvy and influencing skills to accomplish</li> <li>• Ability to partner with others, identify/anticipate needs and proactively provide support</li> <li>• Ability to effectively manage multiple projects at the same time</li> <li>• Ability to work with minimal supervision</li> <li>• Excellent written, communication and organizational skills</li> <li>• Ability to consider different methods for reporting insights including tabular, graphical or pictorial / infographic forms</li> <li>• Strong leadership and professional skills</li> <li>• Technical leadership in data manipulation and graphical representation toolsets</li> <li>• Experience of implementing reports and tools into live system environments</li> </ul> <p><b>Smith&amp;Smith®</b></p> <p>Smith&amp;Smith® is owned by Belron which is a Belgium registered global company operating out of London.</p> <p>The business has recently commenced a transformational business plan due to the highly competitive nature of the market we operate in. The service orientation is to Home / Business and Vehicle service/problem solving.</p> <p>Smith&amp;Smith® is New Zealand's leading Automotive Vehicle Glass Repair and Replacement specialist and Laser is New Zealand's leading Plumbing and Electrical brand.</p> <p><b>Belron®</b></p> <p>The Belron® story is unique and aspires to high segment shares in all markets. Belron® is represented in over 30 countries over 5 continents, has over 30,000 employees and keeps growing. As at 2019 the orientation to Vehicle &amp; New Services is currently 95%/5% but this equation will change in coming years.</p> <p>Belron® has a clear purpose of "Making a difference with real care" and our values are to be driven, caring, genuine and collaborative. The sharing of best practice is actively encouraged. There is an absence of formality, politics and strict hierarchy and we are a relationship based organisation.</p> <p>Within all Belron® businesses, open, honest and informal communication is one of our values. Therefore, our people are expected to communicate widely, be open to challenges and be challenging of others in a professional and effective style.</p>	
<b>Other Applicable Knowledge, Skills and Abilities:</b>	
<p><b>Direct Reports</b></p> <ul style="list-style-type: none"> <li>- Four (Senior BI; 2 Insight Analyst; Pricing Analyst)</li> </ul>	

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## Key Relationships

### External

- Belron Group

### Internal

- ELT; NLT
- Customer & Marketing team
- People & Leadership team
- Operations and supply chain team
- Laser team
- Strategy & Finance team

## Approval levels

- As per Delegated Authorities

## Required Skills and Abilities:

- Strategic thinker, with ability to think 'outside the box' and share thinking and knowledge with colleagues.
- Proven ability in taking responsibility, initiating activities, prioritising and delivering successful outcomes on time and within agreed budgets.
- Great people leader with a drive and belief in people development
- Results driven but with innate understanding of the drivers of success, and a strong focus on delivering through the right leadership behaviours.
- Ability to communicate simple messages verbally and in written form
- Experience of working successfully with people across business groups to achieve clear outcomes
- Proven attention to detail
- Energetic, motivated and self-starting individual.
- Unquestionable acknowledgment of value of customers
- Good personal leadership and professional skills, strong self-awareness.

## Other specific skills or abilities

## Requirements 'minimum' level

Tertiary Degree in Commerce or Business

Qualification

CA qualification preferable.

Work experience

2+ years of Senior Commercial Insights Experience in Industry or CA environment

## Other specific experience

## Requirements 'minimum' level

SME Experience in Cognos/TM1 Preferred

Familiarity with MS-Office suite and data manipulation tools