



JOB PROFILE

Job Title: Data Flow Analyst	
Report To: Service Desk Manager	Date: 26/06/2018
Location: Unit 2, Edward VII Quay, Riversway, Preston, PR2 2YF	
Salary: £20,000 to £23,500 depending on experience	
Closing Date: 6 th July 2018	
<p>PFP Energy was established in 2014 as an energy supplier to both the domestic and the industrial and commercial markets, with the aim of providing cost effective energy along with great customer service.</p> <p>PFP Energy has gone from strength to strength and is expanding rapidly whilst also maintaining the great service we are known for. To enable us to continue to offer a great service and a simple switch process for our customers, we now require a data flow analyst.</p> <p>The data flow analyst will sit with the Operational Support team as a shared resource for both B2C and B2B operations.</p>	

Key Accountabilities

- DF.WEB
 - Set up and manage work queues
 - View in tray (inbound data flows)
 - Retrieve data flows using filters
 - Create data flows (e.g. ONUPD)
 - Create, amend save and send data flows
 - Archive data flows
 - Admin duties – set up groups, users and roles

- AFMS
 - Release held data flows
 - Flow investigations
 - View and create agent contract references
 - View and manage the MPRN/MPAN dashboard report
 - Create data flows
 - Update meter details
 - Manage missing data flows
 - Re-send data flows
 - Admin duties – user set up, assigning roles and permissions

- PFV
 - View file summaries
 - View clobs/data flows
 - Review registration flows

- Junifer
 - Manage, investigate & resolve failed data flows in both B2B and B2C Junifer CIS environments

- Gatekeeper Alerts
 - Manage gatekeeper mailboxes
 - Resolve failed data flows
 - Reload data flows

Other duties will include but are not limited to:

- System updates
- Reviewing release notes
- Testing new releases on various software
- End to end fixes
- Distribution of registration and loss reports
- Monthly reporting to senior management
- Exception management
- Liaising with 3rd party suppliers
- Working with both B2B and B2C operational teams
- Cover of other team members as and when required

Skills/Knowledge/Experience

- Strong knowledge and efficiency with Utilisoft Retail Suite to include DF.WEB
- Strong knowledge of gas and electricity data flows to include the ability to build flows from scratch using notepad and/or DF.WEB
- Strong knowledge of both gas and electricity industry processes
- Strong knowledge of the UK data flow catalogue for gas and electricity
- Experience in Junifer CIS (Preferred but not essential as training will be provided)
- Ability to work under pressure and to tight deadlines
- Ability to prioritise workload
- Ability to review and suggest process improvements
- Some SQL knowledge would be preferred but not essential
- Root cause investigation
- Ability to work alone and as part of a team
- Confident and driven
- Excellent communication skills
- Administration and IT skills
- Customer service experience
- Experience of working to and exceeding targets
- Efficient in MS Office, to include strong skills in Excel

Benefits

- Job Type: Permanent/full time
- Excellent working environment
- Great career opportunities
- 22 Days leave plus 8 bank holidays
- Pension plan
- Free tea and coffee making facilities