

## Analyst, Technology Demand

### Role Description:

The purpose of this role is to support the Portfolio Management team in analysing the resource required to deliver the Technology Portfolio in CUK. This will include building and maintaining a reporting suite in PowerBI to combine data from different sources to support the Portfolio Management team in maturing our demand and capacity planning capability.

The role is also responsible for key administrative business processes, such as ensuring timesheets are completed on time as well as managing the Joiners, Movers and Leavers in our timesheeting and resource forecasting system.

The Demand Analyst will report to the Demand Manager, Technology PMO and work closely with Team Managers, project and programme managers and senior leaders within Technology and finance partners and planning teams across other departments.

<b>RUI:</b>	1018	<b>Grade:</b>	CUKog	<b>DBS check required:</b>	No
<b>Directorate:</b>	Carnival UK Shared Services	<b>Reports to:</b>	Demand Manager, Technology PMO		
<b>Function:</b>	Carnival UK Technology	<b>Team:</b>	Technology Planning & Governance		
<b>Direct reports :</b>	Job Titles & Level <ul style="list-style-type: none"><li>• None</li></ul>				

### Accountabilities:

#### Demand Management

- Supports the Demand Management process and maintains pipeline data in an accurate and timely manner.
- Supports the creation of dependency mapping.
- Provides dashboard reporting on the pipeline and other senior management reporting as required.
- Carries out analysis on issues, trends and variances in the pipeline, bringing together different sources of data to provide new actionable insights to the team and senior management.
- Provides support to senior management on compliance with agreed processes.

#### Resource Management

- Maintains accurate data for projects and resources in tools using relationships with IT Commercial Team, Resource Managers, Project Managers, Finance and PMO team.
- Co-ordinates compliance with the time-recording standard and manages the weekly checks prior to Finance cross-charging, working with team members and managers across the department to resolve failures and anomalies.
- Provides system expertise on the use and optimisation of resource management tools used for time-recording, resource demand and capacity planning, including testing of new releases and functionality. Builds relationships with third party personnel to achieve this.
- Provides views of capacity and utilisation for Technology resources and inputs to senior management reports.
- Builds reports for various stakeholder groups and maintains coherence between them.
- Provides training and on boarding for all new resources using the resource management tools.
- Carries out analysis on issues, trends and variances in forecasts and time-sheets, bringing together multiple data sources where required to drive insights and continuous improvement.

#### Other

- Champions the PMO and its services across the Technology community and resource managers.
- Proactively identifies opportunities for continuous improvement and co-ordinates their implementation.
- Provides ad hoc administrative support to others as agreed.

### Health, Environment, Safety, Security (HESS) Responsibilities:

- Lead by example by taking care of the health and safety of yourself and others.
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager, team leader.
- Follow safety rules and procedures.

- Use work equipment, personal protective equipment, substances, and safety devices correctly.
- Take part in safety training & risk assessments and suggest ways of reducing risks.
- Appoint shore side risk assessment Subject Matter Expert's as required to review and approve risk assessments.
- Actively promote safe working within your team and encourage safe behaviours.
- Demonstrate safety leadership in accordance with our safety leadership behaviours.

#### **General Responsibilities:**

- Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

#### **Problem solving:**

- Asks the right questions to accurately analyse situations, acquires data from multiple and diverse sources when solving problems, uncovers root causes, recommends options to resolve taking into account risks and benefits.

#### **Impact:**

- Interacts with and supports all levels of Technology teams, People Services, Finance and Planning Teams.
- Ensures adherence to planning processes and resource management standards and escalates compliance risks and issues to management.
- Contributes to creation of new and updating of existing delivery frameworks, governance processes and standards.

#### **Leadership:**

- Champions portfolio and project governance processes across Technology and with other Planning teams.
- Leads through effectively engaging and communicating with key stakeholders.
- Leads by example, showing a clear commitment to the goals of Technology and to Carnival UK.
- No people management responsibilities.

#### **Demonstrable Behaviours:**

##### **Self-Mastery**

- Is direct, truthful and widely trusted.
- Reflects on how their approach & behaviour impacts others.
- Learns from experience & takes action to continuously improve.
- Faces difficult issues and provides support and feedback to others to do the same.

##### **Improve & Innovate**

- Makes progress & remains calm when facing uncertain situations.
- Seeks to understand both internal and external customer needs to inform actions.
- Identifies & implements useful ideas that are new, better and enhance guest or people experience.
- Takes creative ideas then puts them into practice.

##### **Engage & Empower**

- Invites input & shares ownership and visibility.
- Seeks to understand different perspectives and cultures.
- Treats everyone as an individual, safeguards colleagues and teams Wellbeing.
- Coaches others & creates an environment where people do their best work.

##### **Accountability & Commerciality**

- Displays a can do attitude in good and bad times.
- Follows through on commitments.
- Takes personal responsibility for decisions, actions and failures.
- Seeks to understand the commercial impact when making decisions.

##### **Inspire & Achieve**

- Seeks to makes sense of complex situations.
- Keeps an eye on the future and identifies the impact on team.
- Communicates with energy and engages the team.

- Shows a clear connection between company goals and individuals aspirations' & targets

#### Knowledge, Experience and Qualifications:

##### Qualifications – essential:

- None

##### Knowledge/ Experience – essential:

- Experience of working within a structured project or portfolio environment or change environment
- Experience of working with Power BI
- Experience blending data from multiple databases
- PC literate and strong keyboard skills.
- Strong expertise of various MS Office tools, including MS Excel knowledge at an advanced level (Vlookups, nested IF statements and complex pivot tables).
- Exceptional written and verbal communication skills.

##### Qualifications – desirable:

- Degree or equivalent
- Project or Programme management qualification, e.g. PRINCE2 at Foundation level or equivalent
- Portfolio management qualifications, e.g. P3O or MOP at Foundation level or equivalent

##### Knowledge/ Experience – desirable:

- Familiarity with standard project management techniques and their application in a real project environment
- Exposure to the end to end project lifecycle or substantial parts of the project lifecycle.
- Familiarity with standard portfolio management techniques.
- Excel knowledge extending to an intermediate knowledge of VBA

<b>Issue Date:</b>	May 21	<b>Issued by:</b>	Tom Hawkins	
<b>REWARD ONLY</b>	<b>Grade:</b> CUK	<b>RUI:</b> 1018	<b>Date Approved:</b>	<b>Initials:</b>