Job Description

CARNIVAL UK

Analyst, Polar Systems

Role Description (purpose):

Polar is the Carnival UK Booking System and is a master source of booking data. The focus of this role is to support the business through Subject Matter Expert knowledge, in utilising our bespoke booking system (Polar) capabilities to deliver business priorities, whilst focussing on future enhancements and developments to drive revenue generation and increased governance controls.

RUI: (if updating existing JD)	Existing / 1563	**Grade:**	9	**DBS check required Y/N:**	Y
Directorate: (Operating Company where Applicable)	Carnival UK	**Reports to:**		Manager, Polar Systems	
Function:	Finance	**Team:**		Data and Financial Systems	
Direct reports :	1x Polar Systems Administration Assistant Analyst				

Accountabilities

- Manages, administers, and develops bespoke booking system (Polar), consistent with Finance Systems strategy
- Provides advice and training to stakeholders to ensure systems are used effectively
- Understands system training needs and user requirements and provides through formal and informal training
- Manages helpdesk & Service Level Agreements for system support provided to users
- Maintains documentation of system procedures, set up architecture, configuration, interfaces
- Manages System developments including requirements gathering, specification review, testing & implementation
- Monitors effective working of systems and interfaces including logging issues, agreed escalation and triage
- Manage product launches, through planning and Post Implementation Review
- Manage campaign loading
- Manage System email inboxes and triage logs
- Learn, maintain, and continuously develop Subject Matter Expert knowledge to provide to the business
- Lead & inspire a driven and motivated direct report with a focus on accuracy and efficiency in tasks

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/supervisor/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
- Actively promote safe working within your team and encourage safe behaviours
- Demonstrate safety leadership in accordance with our safety leadership behaviours

General Responsibilities

- Adheres 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)
- To undertake ad hoc duties as required

Scope:
Problem solving:
- Uses a variety of appropriate tools/methodology to support and manage projects
- Uses a variety of tools and methods to identify, analyse, understand and resolve the causes of problems

- Uses understanding of best practice processes and controls to generate a number of alternative solutions and links the solutions to business requirements
- Process Development – takes the existing process and makes it better, meaning increased efficiency, control or visibility
- Works with business partners and evaluates business benefits and impacts of proposed changes

Impact (what impact will the role holder have on the team/ department/ function/ stakeholders):
- Drive change - efficiency improvements, processes and system improvements in order to deliver greater efficiencies and implement change
- Works cross functionally within Finance (and other teams / Op Co's where needed)
- Responsive, in a timely manner, to deliver support to users and management

Leadership
- Will work flexibly, sometimes autonomously and sometimes as part of matrix style teams across Finance and business areas
- Adapts style and forms effective relationships with a focus on collaboration

Demonstrable Behaviours (what needs to be demonstrated in 'how' to be successful in the role) :
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

Skills/competencies required:

Qualifications – essential:	**Qualifications – desirable:**
• Minimum 5 GCSE's or equivalent (Maths & English)	• None
Knowledge/ Experience – essential:	**Knowledge/ Experience – desirable:**
• Commercial systems background • Proven track record in reviewing and documenting commercial processes and systems, including identification of improvements and achieving change • Managing people	• Experience of systems administration • Delivering training to users

Issue Date:	September 2020	**Issued by** (name)**:**	Mark Anderson / Michael Whales / Anthony Collins	
REWARD ONLY	**Grade: CUK 9**	**RUI:** 1563	**Date Approved:**	**Initials:**