



VACANCY

BUSINESS ANALYST AND VAS SERVICES OFFICER

Vodafone Vanuatu is seeking a Business Analyst and VAS Services Officer to be based in Port Vila.

Objectives

The Market Analyst and Vas services Officer is responsible to collecting and analysing Data to determine product and market trends.

The officer is also responsible for managing all Mobile VAS portfolio.

#	Key Accountabilities	Key Result Area (KRAs)	Key Performance Indicators (KPIs)
1	Analyse data, sales trends, market and consumer behaviour	<ul style="list-style-type: none"> Gives views / initiatives to improve operational performance of the sales function through data analysis Analyse raw data, sales trends, market and consumer behaviour Analyse the trends together with the study of customer behaviour patterns Identify and implement initiative supported by learning's from information gathered through different channels. 	<ul style="list-style-type: none"> Timely and accurate availability of information Actual depiction of information Management of customer queries – if possible Prepare reports and communicate key findings based on analysis
2	Recommend initiatives to improve operational performance of the consumer sales function	<ul style="list-style-type: none"> Design methodologies to capture and analyse sales performance, consumer behaviour, market intelligence Prepare reports and communicate key findings. 	<ul style="list-style-type: none"> Matching records Timely and accurately availability of information Ensuring that flaws (if any) is fully taken into care
3	Conduct market research	<ul style="list-style-type: none"> Having cautious approach in the changing market trends Having a close view of the economic sector / situation of the country 	<ul style="list-style-type: none"> Provide analysis of data Timely availability of information
4	Manage Mobile VAS services	<ul style="list-style-type: none"> Developing and managing Mobile Value Added services portfolio based on market 	<ul style="list-style-type: none"> Practical cost / benefit analysis of the loyalty programs

#	Key Accountabilities	Key Result Area (KRAs)	Key Performance Indicators (KPIs)
		requirements and technology capabilities <ul style="list-style-type: none"> • Creating customer value added campaigns on Recharge and Subscription for targeted mobile customer segments • Coordinate implementation of vas product between Technical department and commercial department • Prepare product related forecast and follow-up on the product performance 	<ul style="list-style-type: none"> • Generate report on weekly basis, to do the trend analysis, checking success factors of products.
5	Targets	<ul style="list-style-type: none"> • No postponement, disruption to or cancellation of work / assigned tasks because of foreseeable disruptions; contingency plans in place for unforeseeable disruptions. 	<ul style="list-style-type: none"> • Achieve set targets

Competences:

1	Certified tertiary qualifications with Degree in a related area as standard
2	Proven ability to interact with a range of managers and team members across Vodafone departments
3	Strong knowledge and skill for using MS tools especially excel
4	Strong analytical skills
5	Communication, creative problem solving and critical thinking skills
6	Demonstrated ability to use standard office machines and equipment
7	Able to understand and describe the broad business objectives and functions of all other Product Teams.
8	Proven commitment and persistence to meet deadlines
9	Able to manage own time, and respect the time of others
10	Proven capacity for close attention to detail, especially when analyzing data
11	Demonstrated accountability for processes and targets
12	Able to demonstrate skills in SQL commands when required
13	Be truthful to work and corporate ethics

	Context	Range Statement
1.	General	One holder of this job Jobholder is based at the national head office in Port Vila. Days of work are Monday to Friday each week; hours are 8:00 am to 5 pm on those days. Excludes weekends and public holidays. And if require on extra hours a total 44 hrs. Working in a week.
2.	Education	Undergraduate qualification in Business/Marketing/IS. MBA or equivalent level awards from recognized institutions in business studies or marketing management.
3.	Complexity	Data Analysis, Business Intelligence and Feedback on Time
4.	Problem solving	Solution centric approach and able to read data outcome.
5.	Feedback	Providing feedback on product performance, promo analysis, and mapping the same against competitors.
6.	Future prediction	Based on product, promo acceptance, competition activity- drive future market acceptance with PMs.
8.	Scope of Work	Supports Consumer and Business Marketing function of Vodafone activities in all of Vanuatu Islands
9.	Autonomy	Works without supervision for day-to-day and week-to-week activities and team management. Receives quarterly targets related to the Vodafone Strategic Plan. Initiates individual daily and/or weekly or monthly targets for team members.
10.	Contacts	Internal alliances with: IN-VAS team, Stock Team, Product Team, Distribution Team, Finance Team; Billing Team and Promotion team. External alliances with Vodafone –VF DWR team
11.	Extent of Supervision Provided	Based on customized requirement time to time.

Interested applicants for the above position may send in their application and CV addressed to HR Coordinator, P.O. Box 146, Port Vila, or christina.meltetake@vodafone.com.vu before on **Monday 16th May 2022**.