**Job Introduction:**

The energy market is changing in a big way, and Data Management is at the forefront of ensuring MDS is leading the charge. We have increased the number of records we operate by 12% in the last year; leveraging off our service delivery to customers, new products we’ve introduced and our expertise,

An exciting opportunity has arisen for a Process Owner to join the Data Management team. The Process Owner will be a subject matter expert in data management services covering Utilities processes for example DC/DA, MOP, MAM and will be responsible for the monitoring, management and improvement of these areas. Some knowledge of our DMS systems and processes would be an advantage, but a passion for continuous improvement and delivering a quality service is more important.

**Role Responsibility:**

Reporting to the Performance Manager, the candidate will:

* Ensure adherence to Change Control Procedure and other contractual requirements and governance models.
* Ensure the delivery of DM services against agreed SLAs.
* Review and improve end to end DM processes
* Deputise for the Performance Manager as required.
* Use management information and other systems to provide dashboard reports as directed or as required on a daily/weekly/monthly basis.
* Attend meetings with BPO partners, customers and other DM staff to ensure the governance regime is being operated correctly.
* Monitor and enhance processes and ensure master copies are updated to ensure compliance with ISO 9001 standard.
* Ensure effective monitoring of systems and management information portals in the UK to ensure BPO partner is delivering to the required standards.
* Ensure that industry standard and compliance is maintained
* Delegate and prioritise workloads amongst a small team.
* Be required to potentially learn new areas and engage more heavily with our offshore BPO partner if the need should arise as per the other Process Owner roles.

**The Ideal Candidate:**

They will be capable of creating change and driving innovation. They will have experience of driving performance and simplifying complex processes. They will be able to work collaboratively but also happy to take ownership of a process area themselves. A willingness to travel to India is desirable.