

United Kingdom Jobs Expertini®

Client Solutions Analyst

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Company: Aon

Location: Sheffield

Category: business-and-financial-operations

Client Solutions Data Analyst Do you love data analysis? Does finding solutions to data queries excite you? If so, we have the ideal opportunity for you to work within our large, well-established Client Solutions team in Sheffield! This is a hybrid role with the flexibility to work both virtually and from our Sheffield office

Aon is in the business of better decisions At Aon, we shape decisions for the better to protect and enrich the lives of people around the world. As an organization, we are united through trust as one inclusive, diverse team, and we are passionate about helping our colleagues and clients succeed.

What the day will look like As part of the Pensions Projects and Solutions team you will provide high quality project support for internal and external clients. This role will also support the team through coordinating current work. Day to day responsibilities include:

- Accurately processing and checking data and queries by following procedures correctly and meeting agreed deadlines
- Planning, prioritising and delivering assigned project activities for each client (inc client project reporting), including reporting and additional information required for client meetings.
- Reviewing project tracker and making sure all daily, monthly and annual processes are completed
- Investigation of background to cases by reference to archived files and system data
- Participating actively in client catch-up calls and meetings as appropriate
- Highlighting risks and errors to relevant parties as soon as possible, following risk management processes.
- Highlight areas of improvement in the team to increase effectiveness.
- Building strong relationships with client teams, client representatives and third-party providers
- Achieving team and individual targets

(KPIs, SLAs, quality targets. Maintaining required technical knowledge and behavioural standards, especially all regulatory and statutory requirements. Providing project support to the member events teams (inclusive of revenue & non-revenue generating work) Having an awareness of the proportion of time spent on chargeable activities Reviewing the mailbox and work allocation tool and adhering to the timescales set for all tasks How this opportunity is different A hybrid mix of office based and home working means you get the best of both worlds! Working with an well-established team of twenty data analysts who have a wealth of pensions knowledge between them, ranging from three months to twenty plus years. You will initially work alongside a mentor, ensuring that you are well supported, enabling you to reach your full potential.
 Skills and experience that will lead to success Proficient with Microsoft Excel - intermediate to Advanced Excel skills Proficiency with MS Office applications Excellent communication skills both verbal and written Excellent attention to detail and ongoing commitment to provide ongoing quality Local Government expereince is desirable but not essential Experience of working in the Pensions service industry is desirable but not essential How we support our colleagues In addition to our comprehensive benefits package, we encourage a diverse workforce. Plus, our agile, inclusive environment allows you to manage your wellbeing and work/life balance, ensuring you can be your best self at Aon. Furthermore, all colleagues enjoy two "Global Wellbeing Days" each year, encouraging you to take time to focus on yourself. We offer a variety of working style solutions, but we also recognise that flexibility goes beyond just the place of work... and we are all for it. We call this Smart Working!

 Our continuous learning culture inspires and equips you to learn, share and grow, helping you achieve your fullest potential. As a result, at Aon, you are more connected, more relevant, and more valued.
 We provide individuals with disabilities reasonable accommodations to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment in accordance with applicable law. Please contact us to request an accommodation on ReasonableAdjustments@Aon.com

 Aon values an innovative, diverse workplace where all colleagues feel empowered to be their authentic selves. Aon is proud to be an equal opportunity workplace

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