

Senior Data Specialist

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Company: Telenet

Location: Belgium

Category: computer-and-mathematical

Within the Customer Operations Steering department, we are looking for an **data**ititious **specialist** You would become a part of our Customer Operations Office Team.

The Customer Operations Office Team uses data to support, challenge and inspire our Telenet, BASE & back-office customer operations colleagues with clear data-driven recommendations, actionable insights, and efficient self-service dashboards.

Our ideal data specialist would act as a true sparring partner, challenger, and sound board for our Senior Leadership counterparty and be comfortable in regular interactions with our companies Leadership Team.

Your Key Responsibilities as a Senior Data Specialist

Your key responsibility is to provide our Customer Operations Leadership with a sense of calm, clarity and predictability by actively seeking to understand the plans and ambitions of internal and external stakeholders that significantly impact our operations.

Our second mission is to promote transparency and understanding of the Customer Operations throughout the organization by providing clear and accessible information that enables leadership stakeholders to comprehend the bigger pictures. The role holder will be required to keep a close eye on the most important metrics of the department by using data and ensure that there is strong alignment across stakeholders on key tracks of our most important (business) plans.

More specifically, you'll:

Prepare, drive, lead and present a monthly Steering Meeting towards our Operations'

(Senior) Leadership incl. Department Leads, VP Operations

Analyze high level trends and be able to translate insights in a structured number of key recommendations and discussion items

Present your key data driven insights in a crisp, compelling and convincing manner to the Operations' Leadership

Collaborate and support the leadership on a daily basis with key data-driven insights and facts

Understand the high-level budget drivers to understand the business and support in creating realistic budget scenarios

Maintain a limited set of created structural reports and dashboards and perform data checks

Ensure existing dashboards land within your business unit

Our Ideal Senior Data Specialist

Master's degree in a quantitative field (Business Engineering, Applied Economics, Computer Sciences, Information Management...) or equivalent by experience

Looking for professionals and more experienced (+5-10 years) experts. Experience in Telecom, Entertainment or similar industries is a plus, but also experience in (data-driven) management consulting would be great.

Experience with at least 1 reporting tool

Strong acumen in quantitative analytics and structured problem solving that goes well in hand with a strategic mindset and eagerness to contribute to the challenges of our business counterparties.

Strong business skills

Results driven: able to make decisions, use independent judgment and establish priorities and work effectively on multiple items at the same time

Excellent written and verbal communication skills to influence decision makers

Collaborative with diverse teams and contributing positively to a cooperative work atmosphere

Fluent in English and Dutch. French is a plus.

What We Have To Offer

You are about to become a part of an embracing organization that greatly values your contribution. This company also ensures your work environment aligns perfectly with your requirements. This allows you to develop while taking care of your work-life balance. What else do we throw into the tray?

All the space you need to further develop your expertise. We stimulate your personal growth with internal mobility opportunities and extensive learning opportunities, but you may just as well hit the pause button after a while or go in a completely different direction.

A varied job in which you produce tangible results and make your mark.

A competitive gross monthly salary that we complement with a host of fringe benefits, such as meal vouchers, eco vouchers, hospitalization and group insurance, laptop, cell phone, phone plan, company car (mobility plan), discount on Telenet products...

The fine company of colleagues who are just as passionate as you.

Opportunity to work from home 60% of your time.

A stimulating work environment where you can indulge in the latest technologies.

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