



## Example of Manager, Intelligence Job Description

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Our company is growing rapidly and is looking for a manager, intelligence. To join our growing team, please review the list of responsibilities and qualifications.

### Responsibilities for manager, intelligence

- Creates innovative content for new business opportunities
  - Implement new reporting toolkits that ensure effective utilisation of agents to enhance the Operational Management decision process
  - Chair monthly meetings with Senior Portfolio Leads to review prior month voice / back office / webchat / outbound performance and recommend process and data changes to drive contacts and sales
  - Help design data models to predict customer churn and customer lifetime values using statistical modeling software, for use within inbound / outbound call campaigns
  - Establish and manage clear development objectives for the Senior MI Analysts and ensure that they align with the Key objectives set by the Head of MI
  - Gather pricing, plan, and promo data on competitors, through third-party sources, online and primary research
  - Provide leadership within Strategic Intelligence to ensure activities are strategically aligned and optimized vs
  - Collect and provide relevant market, customer, macroeconomic, competitor and EWS performance information
  - Conduct analysis of, and deliver insights from, that content to EWS stakeholders
  - Engage with stakeholders from across EWS to solicit feedback on value generated and understand if effort would be better spent elsewhere or if there are unmet needs requiring shift in priorities
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- Strategic thinker, can influence both vertically and horizontally at the senior management level
- Good understanding of regulatory agencies, typical interactions, regulatory oversight and
- Good understanding of banking regulations, banking products and control functions
- Good team player with ability to connect with people across the enterprise
- Inspirational thought leader with ability to drive consensus and resolve conflicts quickly Experience
- Candidate must have 10-15 years in regulatory management with the top 5 regulatory agencies