

**PROGRESS HOUSING GROUP**



**JOB DESCRIPTION**

<b>Post Title:</b>	Business Intelligence Manager	<b>Grade:</b>	Grade 1
<b>Department:</b>	Digital Services		
<b>Responsible to:</b>	Head of Data and Analytics	<b>Location:</b>	Sumner House, Leyland

**Job Summary**

The BI Manager's role is to collect, produce, organise, and manage corporate information and information services and systems in support of business units across the Group. This includes accumulating, understanding, and leveraging business specific knowledge for the benefit of the Group, its clients, its employees, and its business partners/stakeholders. Top-level critical analysis and customer service skills are essential for this role.

**Duties and Responsibilities**

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

1. Responsibility for the management of the delivery of information services to clients across the business and for ensuring that a high level of customer satisfaction is continually maintained including developing and implementing new strategies for improving service delivery in line with the ITIL service management framework.
2. Responsible for enhancing the BI function by introducing new techniques and methodologies.
3. Develop strategies and methodologies for the analytical use of Data
4. Day-to-day responsibility for the management of the maintenance of all databases which underpin the Group's core applications i.e. Housing, Finance and HR
5. Provide a second and third line support service
6. Responsibility for the day-to-day management of staff within the BI team including allocating/prioritising work, co-ordinating team activities, and coaching, supporting and motivating staff.
7. Responsibility for ensuring that the BI team maintains a high level of service to customers at all times and meets agreed SLAs
8. Manage service logs generated by the I.T Service Desk including troubleshooting, dealing with requests/problems or delegating within the BI team or I.T as appropriate.
9. Ensure checks are carried out on database error logs on a regular basis, to identify any problems with data and takes action as necessary to resolve

10. Take action to diagnose and fix complex problems with data, as referred by the Application Systems teams.
11. Manage the information process for the production of the annual rent increases
12. Manage the year end process in conjunction with all core business applications
13. Manage and implement special programmes and projects in support of the Group's activities.
14. Manage the effective appraisal of new technologies and their suitability in meeting the Group's reporting needs.
15. Develop and implement plans for integrating knowledge with intranets, extranets, portals, Web sites, document repositories, content management systems.
16. Isolate areas and opportunities where information assets can be utilised to further business and technology strategies
17. Manage and develop the Data warehouse environment in line with the Group's reporting strategy ensuring all development follows a robust change control procedure.
18. Develop and maintain a BI Strategy which underpins the overall IT Strategy for the Group.
19. Contribute to the recruitment, induction and training of new staff
20. Comply with Group policies and Data protection requirements at all times
21. Accountable for monitoring & control of the data warehouse environments.
22. Ensure data warehouse availability, stability and performance.

### **Corporate Responsibilities**

1. Work in line with the Group's core values
2. Participate in the Group's Personal Review and Development Plan (PRDP) process.
3. Comply with the Groups Equal Opportunities, Customer Care and Health and Safety policies.
4. Undertake any training considered relevant to the performance of the duties of this post in furtherance of the Group's objectives.
5. Adopt a corporate, co-coordinated and co-operative approach to working.
6. Any other duties to reflect the changing workloads and priorities of the Department and the Group.

## **Additional Job Information**

This job sits within the I.T function based in Leyland. The BI Manager's role is to collect, produce, organise, and manage corporate information and information services and systems in support of business units across the enterprise. This includes developing, maintaining, and supporting, the group's business information and presenting it to different audiences via various delivery tools (e.g. portals, XML, printing, dashboards, scorecards)

The BI Manager will also schedule and direct activities to resolve data integrity issues, data manipulation requests, and information delivery in a timely and accurate fashion and lead on the emergence of new technologies that will assist the business in being more efficient while meeting key business objectives in the Group Plan

The job holder will manage a team who work with customers across the specified business area to understand and deliver information requests. This includes identifying the short and medium term requirements with regard to the longer term Group plan. The job holder will translate these requirements into system developments and manage the team to deliver this.

The key business objectives of this job are to:

- Accurately identify and develop solutions to meet customer requirements.
- Manage the prioritisation of information development and enhancement projects within their team.
- Lead the development of information and database systems to deliver the Group's activities.
- Manage the delivery of projects on time and within budget.
- Respond to new business initiatives.

The job holder will take care of their own safety and that of other people, co-operate with the organisation in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

### **Purchasing**

It is expected that the post holder supports and executes the IT Department's on-going requirement to raise purchase orders with approved suppliers and contractors in line with Progress Housing Group's financial and governance procedures.

### **Licensing, Software and Hardware Management**

With regards to software, hardware and licensing procurement, record maintenance and asset disposal, the post holder will actively monitor and manage their management area. The post holder will ensure that all IT Department policies and procedures are observed.

### **Manager Budget Management**

The post holder will monitor and account for IT expenditure for their management area. The manager role requires the early identification of where costs may exceed planned budget and to provide timely reports, ensuring that all IT financial targets can be met.

### **Problem Solving/Decision Making:**

A wide range of problem solving and decision making techniques are used, these are mainly

technical decisions relating to problems which need to be made in conjunction with a line manager, team manager or business managers depending on the nature of the problem or decision.

**Signature:**

**Date:**

**PROGRESS HOUSING GROUP**

**PERSON SPECIFICATION**

<b>Post Title:</b>	BI Manager	<b>Grade:</b>	Grade 1
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<b>Responsible to:</b>	Head of Data and Analytics	<b>Location:</b>	Sumner House, Leyland
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<b>CRITERIA</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<p><b><u>QUALIFICATIONS</u></b></p> <ol style="list-style-type: none"> <li>1. Degree, management qualification or relevant professional qualification or knowledge, experience and ability at an equivalent level</li> <li>2. ITIL V3 foundation or equivalent</li> <li>3. Change Management qualification or proven experience</li> <li>4. Prince2 Practitioner in project and/or programme management or relevant proven experience</li> <li>5. Full, current driving licence</li> </ol>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application Form/ Certificates</p>
<p><b><u>PC LITERACY</u></b></p> <ol style="list-style-type: none"> <li>1. Advanced Microsoft Suite (including Word, Excel, Access, PowerPoint and Project) or similar</li> <li>2. Intermediate Visio or similar</li> <li>3. Email and internet communications</li> </ol>	<p>E</p> <p>E</p> <p>E</p>	<p>Application Form/ Interview</p>
<p><b><u>SKILLS/KNOWLEDGE/EXPERIENCE</u></b></p> <ol style="list-style-type: none"> <li>1. Comprehensive and proven experience of managing a BI environment.</li> <li>2. Extensive experience in Data Warehouse and Management Information.</li> <li>3. Minimum knowledge of 5 years' experience within an IT environment</li> <li>4. Strong understanding of the organisation's goals and objectives.</li> </ol>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application Form/ Interview</p>

5. Comprehensive experience of relational databases preferably M.S SQL server database environment.	E	
6. Comprehensive and proven experience of SQL technologies	E	
7. Proven experience of data loading and supporting, monitoring and specifying interfaces between systems.	E	
8. Comprehensive experience of working to deadlines and prioritising work loads	E	
9. Comprehensive and proven experience in staff management	E	
10. Comprehensive experience of undertaking accurate and effective cost benefit analysis	E	
11. Comprehensive experience of undertaking systems analysis and identifying and implementing business process improvements	E	
12. Excellent communication skills including clear written and spoken English	E	
13. Excellent interpersonal and customer care skills	E	
14. Communicating new application developments to the relevant business units.	E	
15. Highly self-motivated and directed.	E	
16. Ability to present ideas and resolutions in business-friendly and user-friendly language.	E	
17. Keen attention to detail	E	
18. Experience working in a team-oriented, collaborative environment	E	
19. Excellent customer service orientation and knowledge of applicable best practices, policies, and procedures.	E	