



Business Insight Manager



Job description – Business Insight Manager

Reporting to the Head of Customer and Business Intelligence

People responsibility:

- Direct reports = **5**
- Indirect reports = **8**
- Total employees = **13**

Summary of role:

As part of the Group's wider leadership team, the Business Insight Manager plays an integral role in ensuring that business information and data insight is delivered to a high standard which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has leadership responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things Forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- Responsible for prioritising and delivering all reporting requests to the Business Information team.
- Support the Head of Customer and Business Intelligence in leading on the delivery of the data management strategy.
- Lead and manage the Business Intelligence team and ensure the team is appropriately skilled.
- Develop and maintain a strong understanding of information held, in order to be able to make informed judgements as to how best to correlate information to produce comprehensive, accurate and meaningful management information
- Work in partnership with the business, ICT and third parties as required to design and commission business information developments including new sources of data, managing the team resources to deliver the service
- Develop, automate and maintain user friendly, 'self-serve' formats for the production of regular business information to support performance monitoring, internal and external reporting, decision making and continuous improvement
- Respond to prioritised ad-hoc information requests in a timely manner, obtaining data from a variety of different sources
- Support and guide other staff in the appropriate development and use of business information outputs, tools and techniques

- To support specific business initiatives, creating, interpreting and embedding new measures as required, to support the development of the business
- Produce analytical and interpretative reports to identify key business trends affecting the Group's strategic aims
- Attend meetings and work as a trusted partner within the business as required to promote the effective interpretation and use of business information, and to develop and maintain a good understanding of evolving business needs
- Perform other relevant duties as required

Additional responsibilities:

- Deputise for the Head of Customer and Business Intelligence in relation to Business Intelligence.
- Support a relentless drive to deliver value for money, customer focus and an improve it mentality across the team.
- Ensure that all the Group's corporate policies are implemented within the post holder's services, including:
 - Health and safety
 - Equality, diversity and inclusion
 - People management
 - Performance management
 - Financial management & probity
- Manage in accordance with the principles of systems thinking, ensuring that the approach is embedded as the preferred approach to all service development and improvement
- Data Protection:
 - To follow the Data Protection principles in all work activity
 - To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Business Insight Manager;

- Role model the Group's valued behaviours; Own it, Improve it and Live it, ensuring valued behaviours are embedded in your team through effective support, recognition and performance management.
- A team working ethos with exceptional people management and team leadership skills which motivate and inspire.
- Ability to champion collaboration, break down silos and encourage a one team mentality.
- Able to communicate, support the organisation's strategic priorities, culture and purpose.
- Support the implementation of departmental plans and ensure high quality day to day service delivery.
- Experience of measuring and monitoring effective service delivery and addressing performance concerns or issues.
- Experience of contributing to organisation-wide strategic planning
- The ability to devise or contribute to encourage new ways of working in times of transition. Be consistently positive about new ideas and learning.

- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within. Ensure that business risks are identified, discussed and managed.
- A strong commitment to Equality, Diversity and Inclusion.
- The ability and experience to contribute to any governance or regulatory issues which the organisation may encounter.
- Ability to work at pace.
- Skilled at negotiating and influencing, with ability to apply different techniques to varying situations.
- Able to communicate complex information in a concise and accessible way to a variety of audiences.
- Knowledgeable and up to date regarding technology and digital aspects of portfolio.

Additional specialist skills and qualifications to be successful in this role:

- Minimum of 2 years of experience managing a team. **(Essential)**
- Extensive knowledge and experience of providing business information and statistical analysis. **(Essential)**
- Ability to manage tight competing deadlines for both yourself and your team, and ensure a heavy workload can be managed and delivered effectively. **(Essential)**
- Excellent written and verbal communication skills, and good experience of building excellent relationships with stakeholders. **(Essential)**
- Presenting data and business information in a relevant and impactful way to senior managers and directors. **(Essential)**
- Advance SQL Server skills, including query performance optimisation, aggregation and automation. Experience formulating ETL routines. **(Essential)**
- Ability to use visualisation tools including PowerBi or knowledge of webpage development using JavaScript, HTML or CSS. **(Desirable)**
- Experience in driving service change and improvement in business information solutions. **(Desirable)**
- Qualifications in either a data or mathematical based subject. **(Desirable)**

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Business Insight Manager.

You will be required to complete continuous professional development, to further support your role and the Group.