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**Job Description**

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| **Job title:** | **Business Intelligence (BI) Manager** |
| **Department/School:** | **Digital, Data and Technology Group (DD&T)** |
| **Grade:** | **8** |
| **Location:** | **University of Bath** |

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| **Job purpose** |
| As Business Intelligence (BI) Manager you will work to lead and inspire your team to help shape, deploy and manage our data strategy.  The BI Manager’s role is to plan, coordinate, and supervise all activities related to the design, development, and implementation of our reporting and analytics. The BI Manager is responsible for designing, maintaining, supporting, and upgrading reports, dashboards and data warehouse.  The post-holder will significantly influence the strategic technical direction of the Business Intelligence provision at the University and will be a member of the newly formed Data, Information Security & Business Intelligence Steering group (DISBIS)  The role will see you working closely with the newly appointed Deputy Director; Digital and Data to deliver an exciting digital transformation programme across the University.  The role requires a large degree of innovation and entrepreneurship, and as such the BI Manager will apply proven communication skills, problem-solving skills, and knowledge of best practices to guide your development team on issues related to the design, development, and deployment of information and reports.  This role requires a thorough, detailed, creative, diligent, and sharp analytical mind. Must have exceptional BI experience building and maintaining an enterprise data warehouse along with the right attitude, an interest in digital innovation and excellent customer facing skills. |

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| **Source and nature of management provided** |
| Deputy Director, Digital and Data |

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| **Staff management responsibility** |
| Line management of the technical team and project management of the wider project team.  The post holder will be expected to implement and work within the University’s Policies and Guidelines. |

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| **Special conditions** |
| Standard University business hours are 9.00 am – 5.20 pm Monday to Thursday and 9.00 am – 5.10 pm Friday. From time to time you will be required to work outside these hours, for example to manage maintenance during less disruptive periods such as a 7.00 am start on Tuesdays for the ‘at-risk’ period.  The University operates an “out-of-hours” system to ensure service continuity. The post-holder will be required to join the out-of-hours list and asked to undertake occasional duties outside of standard University hours including evenings or weekends.   The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines. |

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| **Main duties and responsibilities** | |
| **1** | **Innovation and entrepreneurship**   * Leading the strategic design, delivery and maintenance of the business intelligence program that will support the Universities priorities. * Providing vision and leadership to ensure maturation of business intelligence within the University collaboratively and extensively investigating, analysing and interpreting business information needs based on a strong understanding of business processes, drivers and priorities. * Developing and implementing governance and post-implementation evaluation over all activities to ensure outcomes achieved meet institutional objectives. * Identifying data quality issues and supporting information governance by participating in necessary activities and assisting in the development of and adherence to database and development standards. * Providing high level conceptual and technical expertise and understanding of data warehousing and business intelligence best practice. * Create, lead and inspire customer communities to own and develop the systems themselves, and derive greater business benefits. * Supporting the Deputy Director, significantly influence the strategic technical direction in regards to Business Intelligence at the University and be accountable for the quality and professionalism of service delivery. * Build and maintain strong working relationships with key customers, their teams and communities, understanding their business needs and directions. |
| **2** | **IT service and Project management**   * Responsible for the overall planning under the direction of DISBIS, implementation, control, and review of BI service provision to meet University requirements. * Agree, implement and monitor service definitions, including through-life service plans, and oversee the on-going management of operational facilities to provide the agreed levels of service. * Manage cross-department project teams implementing management information systems, ensuring that projects are delivered on time, within budget and to the quality required by the University. Work with the IT Training Team and the Service Desk as well as other teams to do this. * Plan and manage the scope, business requirements and risks involved in new and existing systems. Monitor the application and compliance to security standards. * Review plans and resources in the light of changes through the project lifecycle from procurement through implementation to post project reviews, support and systems maintenance. * Provide timely and relevant information to project boards, and be part of the project governance and decision-making structure. * Monitor the benefits accruing from these projects, and provide ‘lessons learned’ at the end of projects, and promote best practice. |
| **3**  **4** | **General management and leadership**   * Recruit, lead and manage the staff within the team, ensuring a high level of commitment, achievement and professionalism. Ensure staff are capable and motivated. * Communicate effectively and engender strong professional relationships within the team, across the department and all levels throughout the University. * Use knowledge, experience and initiative to solve complex problems, for example reconciling system limitations and budgetary constraints with University requirements. * Maintain an overall understanding of the global needs of the University, the information and technologies your team supports and any opportunities there. To use this knowledge to inform future IT and University strategy and development. * Contribute to raising the University profile externally by representing the University within the HE sector, with external suppliers etc. * Understand and implement all applicable University policies and procedures. * Be accountable for the definition, ownership and development of one or more technology services on behalf of DD&T and represent the wider community of service users within the University. |
| **Technical Specialisms (BI)**   * Maintain a knowledge base of the latest industry standards and trends in the area of business intelligence to determine improvements to application solutions * Provide a professional BI technical programming support service offering one-to-one training to new and advancing users and software development and optimisation. * Apply significant technical expertise to resolve long-term and complex problems. Investigate and analyse complex data/information from diverse sources, generate original and innovative ideas, report on conclusions and recommendations. |
| In addition to University provided training and development, you will undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.  You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.  Some occasional travelling may be required, for example to user groups or conferences. | |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to higher degree level in an appropriate subject or equivalent qualification or experience in a related field | 🗸 |  |
| ILM (Level 3) Qualification or equivalent leadership and management experience | 🗸 |  |
| Professional project management qualification (e.g. PRINCE2 foundation or equivalent) or demonstrable equivalent experience in  leading or managing projects | 🗸 |  |
| Agile Project Management [or with training have achieved this qualification within their probation period] | 🗸 |  |

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| **Knowledge and experience** | **Essential** | **Desirable** |
| Demonstrable experience of IT project management, and more generally change management within a large organisation | ✓ |  |
| Experience of managing a team to deliver IT services within a large and diverse organisation | ✓ |  |
| Demonstrable experience of skills in the following tools/domains:  - Business Analysis  - ETL and Data Cleansing  - Data Warehouse and Metadata Management  - OLAP and Reporting - Database Management Systems (e.g: Oracle, SQL Server, Azure)  - Dashboards, visualisation tools (e.g. Power BI) | ✓ |  |
| Experience in working with MS Technology Stack including Azure | ✓ |  |
| Excellent understanding of various analytical processes, including measurement and governance. | ✓ |  |
| Advanced knowledge of data modelling, agile software development, data security and compliance, risk management, metadata management, | ✓ |  |

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| **Skills and aptitudes** | **Essential** | **Desirable** |
| Excellent team leadership and management skills, including effective coordination, motivation and negotiation | ✓ |  |
| Excellent customer relationship skills, in particular the ability to rapidly build good working relationships with key project/service stakeholders | ✓ |  |
| Excellent written and verbal communication skills, including the ability to adapt communication style to suit the audience and to work with staff at all levels | ✓ |  |
| Excellent organisational skills, with the ability to achieve results for multiple, simultaneous projects with competing demands | ✓ |  |
| Ability to adapt quickly and exploit opportunities within a technically challenging and dynamic business environment | ✓ |  |
| Commitment to providing excellent service for all students and staff | ✓ |  |
| Commitment to team and self-development. Continually improves knowledge, skills and behaviours making sure to transfer any relevant knowledge/skills gained to others | ✓ |  |
| Positive attitude to the application of corporate policies and procedures | ✓ |  |
| Ability to deal with confidential and sensitive information with tact and discretion | ✓ |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**  Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**  Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**  Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:**  Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**  Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**  Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**  Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**  Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. |