

Job Description

Job title	Business Intelligence Manager
Directorate	BUSINESS : Business Support
Division	Finance and Business Improvement
Range	MPR 7
Reports to	Head of Data and Design

Main purpose of the job:

The Business Intelligence Manager is responsible for driving data innovation and scalability within the organisation. This role involves investigating emerging trends and performing horizon-scanning to introduce innovative data-related approaches. Recognised as a specialist and adviser, the Business Intelligence Manager provides guidance on best practices, champions data and data science to support organisational priorities, and ensures the delivery and maintenance of scalable data products.

As the Manager you will manage stakeholder expectations, mediate complex discussions, and represent the team at various internal and external events.

The Business Intelligence Manager will create and lead cross-functional project teams with other analysts, data scientists, and subject matter experts, delivering corporate data and data science projects and initiatives, as well as within the Business Support and Regeneration, Culture, and Environment departments. This includes collaborating with various departments to understand their unique needs and tailoring data solutions to enhance efficiency and drive success across the organisation.

You will be an advocate for the use of data, guiding business departments in effective data creation and usage, ensuring there are appropriate processes to maintain data accuracy and relevance. Through fostering collaborative working across professions, the Business Intelligence Manager plays a crucial role in embedding data and data science into the core operational framework, ensuring that all departments can leverage data-driven insights to achieve their strategic objectives.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Data Management: Develop and promote a culture of data stewardship, ownership and quality within the council

Data Analysis and Science: Perform advanced quantitative and qualitative analysis and participate in data science projects to support complex business situations, such as strategy development, performance improvement, statutory returns, and service reviews.

Advanced Tools and Techniques: Demonstrate in-depth knowledge of data science tools and techniques to support the delivery of public services.

Innovation: Investigate emerging trends in data-related approaches and perform horizon-scanning for the organisation to introduce innovative ways of working and best-practice data innovation across the organisation's analytical function.

Advisory Role: Be recognised as a specialist and adviser in data innovations, including user needs, generation of ideas, methods, and tools.

Leadership: Provide leadership to create a robust data culture by guiding and mentoring analysts, stakeholders, and other users.

Product Delivery: Take responsibility for delivering scalable data and data science products into the organisation and establishing maintenance support.

Best Practices: Contribute to the development of best-practice data and data science approaches across the organisation's analytical function.

Championing Data Science: Champion the role of data and data science in supporting organisational priorities and fostering collaborative working across professions.

Stakeholder Management: Manage stakeholder expectations and moderate discussions about high risk and complexity, even within constrained timescales.

Developing a Data Culture: Speak on behalf of and represent the team at internal and external meetings and events.

Continuous self-learning: you should keep up to date with technical developments, enhance your skills, and take responsibility for your own professional development.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Head of Data and Design

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

A degree in a relevant subject such as data science, statistics etc

Level B (in addition to level A criteria)

Evidence of continuing professional development

Level C (in addition to levels A and B)

Evidence of continuing professional development

Knowledge

Level A

You are recognised as a specialist and are able to advise others on how to apply governance and ethical considerations and legislation in practice [EGP10]

You are recognised as a specialist and adviser with expert knowledge across a range of software and tools relevant to your role [TS10]

You understand a broad range of statistical tools, particularly those deployed within the organisation, and can use these appropriately and help others to use them; providing critique of statistical analyses where appropriate [S10]

You are seen as a specialist and are able to teach and advise others on how to apply analytical and synthesis of findings in practice across a range of organisational areas, or may have deep expertise on a narrower range of specialisms [DA10]

A detailed understanding of equality, diversity and inclusion and how it relates to delivery of council services

Advanced knowledge of the service and how the work of the team contributes to the wider organisational context and strategy

A detailed understanding of the One Medway Council Plan to ensure alignment with workstreams.

An understanding of the Council's Performance Appraisal process.

Developed knowledge of HR procedures to manage a team effectively.

Level B (in addition to level A criteria)

You are recognised as a specialist and adviser in project management, including user needs, generation of ideas, methods and tools, and leading or guiding others in best practice [PM11]

You are recognised as a specialist and adviser in data innovations, including user needs, generation of ideas, methods and tools, and leading or guiding others in best practice [DI11]

You continue to develop your knowledge through practical application of skills

Level C (in addition to levels A and B)

A comprehensive understanding of Service Area, including operations, plans and strategies, and its integration within the Directorate and Council.

You continue to develop your knowledge through practical application of skills

Experience

Level A

Managing multi-disciplinary teams to create insight and robust analytical products

Leading a variety of data analytics projects, some of which will be taking place at the same time

Mentoring and providing guidance to other analysts

Extensive experience of using specialist software and tools such as Power BI, R, and Python

Extensive experience in a numerate working environment

Level B (in addition to level A criteria)

Leading complex discussions with stakeholders about analytical projects and approaches

Contributing to policy development

Using data science to add value and insight to business processes

Level C (in addition to levels A and B)

Supporting the development of a robust data culture within an organisation

You can establish processes, standards and approaches to managing data, analytics and data science projects

Skills

Level A

You can ensure project management approaches are in place to ensure your team delivers products and services that support the organisation to achieve its goals [PM10]

You can ensure data management responsibilities are clearly defined and training is in place to enable the execution of data management practices within your team [DM10]

You should lead and guide the best practice use of data models and tools to cleanse and transform data within the team [DCT10]

You ensure that your team has the training, skills and support required to produce high quality data visualisations that are insightful and can be acted upon [DV10]

You ensure that your team has the training, skills and support required to quality assure their work [QA10]

You ensure that your team has the training, skills and support required to conduct research in their work [R10]

You can manage stakeholder expectations and moderate discussions about high risk and complexity, even within constrained timescales [C10]

You take responsibility for delivering scalable data and data science products into the organisation, and establishing maintenance support [DBI10]

You can investigate emerging trends in data-related approaches, perform horizon-scanning for the organisation and introduce innovative ways of working [DI10]

Level B (in addition to level A criteria)

You can define strategies to enable continual improvement of and compliance with data governance legislation and framework within the team [EGP11]

You can define strategies to enable continual assurance, improvement and innovation of analytical practices to generate clear and valuable findings [DA11]

You can ensure your team uses software and tools to create reproducible outputs that support the organisation to achieve its goals [TS11]

You can define strategies to enable continual improvement of data management practices and compliance with data governance policies within your team [DM11]

You can define strategies to enable continual improvement of data cleansing and transformation practices within your team [DCT11]

You can ensure adherence to organisation-wide standards and guidelines, gather feedback, and suggest appropriate ways to support continuous improvement for data visualisation [DV11]

You can identify opportunities to develop statistical insight, reports and models to support organisational objectives, while collaborating across the organisation effectively [S11]

You can ensure adherence to organisation-wide standards and guidelines, gather feedback, and suggest appropriate ways to support continuous improvement for quality assurance [QA11]

You can ensure adherence to organisation-wide standards and guidelines, gather feedback, and suggest appropriate ways to support continuous improvement for research [R11]

You can mediate between people, communicating with stakeholders at all levels [C11]

You can contribute to the development of best-practice data and data science approaches across the organisation's analytical function [DBI11]

Level C (in addition to levels A and B)

You should be able to contribute to organisational approaches regarding data ethics and governance [EGP12]

You can help the organisation to adopt a wide range of analysis and synthesis techniques to support business intelligence [DA12]

You can contribute to the development of best-practice project management across the organisation's analytical function [PM12]

You should be able to contribute to the definition and adoption of business intelligence and analytical software and tools for use across the organisation [TS12]

You should be able to influence senior stakeholders in the use of data management approaches and data governance across the organisation [DM12]

You should be able to coach and mentor others to support their use of data models and tools to cleanse and transform data in projects they are managing [DCT12]

You can define strategies to enable your team to produce effective and influential visualisations [DV12]

You can use a variety of data analytics techniques (such as data mining and prescriptive and predictive analytics) for complex data analysis through the whole data life cycle [S12]

You can define strategies to enable your team to quality assure their work [QA12]

You can define strategies to enable your team to embed research practices in their roles [R12]

You can speak on behalf of and represent your team at internal and external events [C12]

You can champion the role of data and data science in supporting organisational priorities, and in collaborative working across professions [DBI12]

You can contribute to the development of best-practice data innovation across the organisation's analytical function [DI12]