**JOB DESCRIPTION**

**JOB TITLE: Head of BI and Business Systems**

**GRADE: Grade 9 £45,500 to £51,500**

**HOURS: Full time**

**RESPONSIBLE TO: Chief Financial Officer**

**RESPONSIBLE FOR PEOPLE: Data Analysts; Data & Funding Team**

**SPECIFICATION:**

The Head of BI and Business Systems plays a key role in strengthening Futures’ Strategic Business Intelligence, Analytics and Insight capability and co-ordinating a company-wide approach to strategic information and insights to enable the company to better leverage the value of data and benefit from more data driven decision making. The role requires expertise in all aspects of BI; analytics, data management and business systems. The Head of BI and Business Systems will be responsible for managing the analysis of data to inform business decisions and identifying software solutions to meet business needs, along with overseeing the team responsible for managing the ESFA funding claims.

The Head of Business Intelligence and Business Systems will have exceptional interpersonal skills as they will need to act as a communication link between the BI & Business Systems Team and ELT/SLT and Managers.

**FUTURES VALUES:**

**The role holder will lead on our business Values by:**

* Having a demonstrable **passion** for technology and technology solutions that will deliver business benefits and make a significant difference
* Being **open to challenge** and leading a team that has a desire to be challenged as well as challenging others
* Utilizing leading edge insights to create **vision and innovation**
* **Leading by example** by creating a positive working environment of integrity, honesty, drive and dedication
* Developing a **learning culture** through coaching, mentoring and technical support
* Building resilience within the team through supporting **talent pipeline and developing potential**

**DUTIES AND RESPONSBILITES:**

* Work with the business to set the strategy and shape working practices for a best-in-class Business Intelligence service function.
* Foster the creation of a data-driven culture, related competencies and data literacy across the enterprise. Identify areas where data is missing or is inefficiently used, recommend and implement improvements to systems company-wide and help to build business led data governance processes
* To lead the development and co-ordination of management information dashboards, creating a coherent set of well-designed dashboards that provide leaders with relevant, timely, accurate, high quality meaningful information
* Lead the development of reporting systems and processes which enable the effective use of data designing appropriate approaches to data management and business intelligence and enabling a single version of the truth which provides access to reliable, up to date and consistent sources of information
* Ensuring that the investment in business systems is maximised and that the business is fully appraised of available features, functionality, options and enhancements to improve productivity and efficiency and improve customer satisfaction
* Ensuring that information is readily accessible to staff for both operational and strategic reporting purposes and that, the systems are appropriately integrated to reduce data anomalies and to ensure that all systems contain accurate and up to date data
* Analysing the design of technical solutions, databases and business models and presenting recommendations for improvements which provide benefits to the business operations.
* Ensuring that operational processes are effective and that systems fully support the needs of the business and underpin current and new business and working practices
* Design and implementation of Data Management and Governance procedures to provide assurance for data security and GDPR compliance and to drive greater value from corporate and service data
* Develop effective partnership working with senior stakeholders across the business to ensure that MI/BI requirements are considered as part of strategic development and contract implementation
* Partner with the IT team to scan the horizon for emerging management tools, skills, techniques and technologies
* Ensure all ESFA funding returns are completed accurately, on time and in line with funding rules
* Ensuring that all vendor contracts are effectively maintained and supplier relationships and contracts are managed and developed effectively
* Membership of the Information Security Steering Group (ISSG) to ensure the business complies with the requirements of ISO27001
* Ensure flexibility across the team so that there are subject matter experts for each system and/or process but a sufficient level of knowledge across all areas to cover for holiday and absence
* Ensure you and the team are up to date with developments in MI and BI technology to advise the business on opportunities to improve the efficiency and effectiveness of the MI/BI systems and processes within the business

**COMPANY POLICY:**

* + 1. To promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
    2. To commit to and demonstrate behaviours based on the Company Values.
    3. To develop and maintain own professional knowledge, skills and experience, including formal training, CPD and networking with fellow professionals. Incorporating self-reflection to improve practice.
    4. To ensure a personal commitment to Customer Care and the Company reputation for excellence.
    5. To comply with safeguarding requirements in accordance with legislation and policy.
    6. To ensure the exchange of relevant information between partners takes place, ensuring the customer/client has given consent and that data protection requirements are complied with.
    7. To undertake any necessary administrative/ICT duties in line with role.
    8. To take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her activities and, when appropriate, to safeguard the Health & Safety of all persons under his/her control and guidance in accordance with the provisions of Health & Safety Legislation.
    9. To undertake any other duties, which may reasonably be regarded as within the scope and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

**Person Specification**

Key

(E) = Essential (D) = Desirable

A = Application, I/v = Interview, T = Test, R = Reference, C= Certificate

|  | **A** | **I/v** | **T** | **R** | **C** |
| --- | --- | --- | --- | --- | --- |
| Education, Qualifications |  |  |  |  |  |
| Educated to degree level or equivalent experience **(E)** | ✓ | ✓ |  |  | ✓ |
| Appropriate project management qualification, e.g. PRINCE2 Practitioner, APM **(D)** | ✓ |  |  |  | ✓ |
| Experience |  |  |  |  |  |
| Extensive experience in Business Intelligence or Management Information role **(E)** | ✓ | ✓ |  |  |  |
| Experience of understanding and managing data related legislation and using data to inform and drive business decisions **(E)** | ✓ | ✓ |  |  |  |
| Experience of senior stakeholder engagement and liaison **(E)** | ✓ | ✓ |  |  |  |
| Experience of using PowerBI and Azure SQl Data warehouse **(E)** | ✓ | ✓ |  |  |  |
| Experience of leading the development of a data governance strategy in a large complex organisation **(E)** | ✓ | ✓ |  |  |  |
| Experience of identifying an organisation’s information requirements and ensuring that it has the data and information it needs to support strategic and operational planning **(E)** | ✓ | ✓ |  |  |  |
| Experience of leading the development of strategic dashboards in a large complex organisation **(E)** | ✓ | ✓ |  |  |  |
| Experience working in the FE sector or EFA funded private training provider **(D)** | ✓ | ✓ |  |  |  |
| Experience of working to ISO27001 standards **(D)** | ✓ | ✓ |  |  |  |
|  |  |  |  |  |  |
| **Knowledge** |  |  |  |  |  |
| Strategy and policy development in respect of information and systems **(E)** | ✓ | ✓ |  |  |  |
| Technical knowledge and skills across a variety of data and Business Intelligence technologies, ideally including PowerBI, Azure SQl Data warehouse, client case management systems and learner records systems **(E)** | ✓ | ✓ |  |  |  |
| Knowledge of ESFA funding methodologies and processes **(D)** | ✓ | ✓ |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Skills** |  |  |  |  |  |
| Ability to motivate, train and lead a team with common vision on a journey to develop and evolve a data analytics/ BI service function **(E)** | ✓ | ✓ |  |  |  |
| Confident in negotiating and influencing at senior levels and in working with 3rd parties **(E)** | ✓ | ✓ |  |  |  |
| Ability to establish, document, communicate and implement a professional data strategy in collaboration with senior business stakeholders **(E)** | ✓ | ✓ |  |  |  |
| Team-worker who builds effective internal and external relationships, with colleagues at levels and with external organisations **(E)** | ✓ | ✓ |  |  |  |
| Confidence and belief in evidence-based data analysis, highlighting trends and patterns in data and challenging assumptions, beliefs and decisions with clear arguments and perspectives, including in situations where the data and insights are challenged **(E)** | ✓ | ✓ |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Company requirements** |  |  |  |  |  |
| Vehicle owner/full driving licence holder **(E)** |  |  |  |  | ✓ |
| Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies **(E)** | ✓ | ✓ |  |  |  |
| Collaborative and team player **(E)** |  |  |  |  |  |
| Possesses a ‘can do’ attitude and approaches challenging situations in a positive and enthusiastic manner **(E)** |  |  |  |  |  |
| Understands the need to have a flexible approach to working requirements **(E)** |  |  |  |  |  |