

Role:	Business Intelligence Manager
Department:	Strategy and Governance
Salary:	From £52,500 per annum
Responsible to:	Head of Strategy

Job Purpose:

Lead on the development of Business Intelligence (BI) and analytics to enable the business to make timely and effective decisions that support excellent customer service and operational effectiveness.

Produce quality analysis identifying opportunities for performance improvement and efficiencies. Support the development of strategic business and workforce planning.

Main duties and responsibilities:

- i. Lead on the implementation of the Cantium BI Strategy and Roadmap and delivery of key outcomes including:
 - a. Centralised source of truth
 - b. Automated and self-service reporting
 - c. Data hungry culture
 - d. Establishment of a BI centre of excellence
- ii. Develop and provide quality reporting and analysis to help shape and monitor execution of Cantium's business strategy, including:
 - a. Financial performance
 - b. Business development
 - c. Customer experience
 - d. Operational effectiveness
 - e. People analytics
- iii. Develop and provide quality performance reporting and analysis for client accounts that supports account management and delivers an excellent customer experience.
- iv. Effectively use statistical tools, data modelling, visualisations and narrative to

identify and present / 'story-tell' meaningful trends to different audiences. Account for variances, highlight exceptions, risks and opportunities, and make recommendations to inform strategic and operational decision making.

- v. Develop, document and ensure adherence to corporate reporting standards and processes. Ensure outputs are presented professionally in a timely, accurate and efficient manner.
- vi. Drive best practice data governance including data quality and assurance standards and processes.
- vii. Ensure data is handled ethically and all processes are undertaken in compliance with company policy, internal controls, data protection legislation and relevant national / industry standards.
- viii. Develop BI / analytical capability within the Strategy & Governance team and wider business through training and knowledge-transfer. Support the development of an insight-driven, data literate corporate culture.
- ix. Work closely with IT colleagues to design, stand-up and manage Cantium's BI environment and data pipelines.
- x. Identify opportunities through which to deliver process efficiency / improvement and develop business proposals through which to communicate and deliver the change.
- xi. Represent the team / business on IT and other projects as required.
- xii. This role may be required to manage staff either in a line management capacity or indirectly as part of a project team including external resource.
- xiii. Build and maintain strong collaborative relationships with senior internal stakeholders, subject matter experts and external clients.

Relationship Management

- i. Working across complex partnerships in order to support delivery of the project, both within Cantium and with wider external stakeholders / partners.
- ii. Working effectively as part of the Project team.
- iii. Contributing to the project plan, adhering to milestones and deadlines as set out.
- iv. Demonstrate sound communication skills with the ability to build effective working relationships.

Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company's people strategy.

Description of Business

The company is dynamic and agile and is built on a service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and reinforce the company's reputation for delivering high quality back office services to its customers.

Person Specification

CRITERIA	
Qualifications	<ul style="list-style-type: none"> Level 4 qualification (preferably in a statistical/analytical discipline) or equivalent experience.
Experience	<ul style="list-style-type: none"> Substantial experience of using Power BI for enterprise reporting. Experience of performance management and analysis including the design and development of performance management systems to support achievement of organisational goals. Experience of working with large and varied datasets including financial, commercial, customer, operational and workforce data. Experience of using statistical and analytical tools. Experience of successfully managing change. Experience of working with senior stakeholders (Board/Exec level) and clients. Experience of improving data quality and assurance.
Skills & Abilities	<ul style="list-style-type: none"> Ability to consider challenges in the context of organisation goals. Sourcing, accessing and manipulating data and engineering data processes. Excellent numerical and analytical skills, including the use of both statistical tools and technology for analysis. Data visualisation and storytelling. Ability to identify trends, account for variances and highlight exceptions, risks and opportunities. Ability to produce reports and analysis in a suitable and concise language to the highest of standards with attention to detail and accuracy. Ability to meet deadlines. Ability to prioritise own work and others to meet multiple deadlines. Ability to think ahead, anticipate and pre-empt changing requirements. Excellent organisational skills. Creative about solutions and the ability to deliver improvements. Ability to think 'outside the box'. Excellent communication skills in all formats (oral, written, presentation etc.) Ability to establish effective working relationships with stakeholders at all levels and across multiple professional disciplines. Managing staff either directly and / or as part of project teams. Developing others through training and knowledge transfer.

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Knowledge	<ul style="list-style-type: none"> • Excellent working knowledge of Power BI, SQL, DAX & ETL Tools. • Excellent knowledge of MS Office including Excel, Word and PowerPoint. • Knowledge of best practice performance management, statistical and analytical tools. • Knowledge of information governance, data protection, freedom of information, transparency and confidentiality issues and relevant national / industry data standards. • Understanding of the design and management of BI environments in Azure. • Working knowledge of Azure Pipelines / Microsoft synapse desirable. • Existing knowledge of Service Now and Salesforce would be beneficial but is not an essential requirement for the role.