

## Role information

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Role:	Business Intelligence Manager
Area:	BI Service
Reports to:	Head of BI
Responsible for:	Developers and Analysts
Grade:	PO9

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## Role purpose

The BI service's mission is to use the Council's data in collaborative and imaginative ways so that insight and intelligence is at the heart of how the Council operates and improves services to residents.

The BI Operations Manager is a new role to support the expansion and continuing success of the service. With the Head of Service, the Operations Manager will oversee the delivery of business intelligence products across the organisation including the corporate performance management framework and evidence-based needs assessments. You will manage analysts that provide business intelligence to departments of the Council and deliver corporate intelligence, insight and analytical products and solutions. The role will also oversee the Technology and Innovation Hub of BI, consisting of a team of developers and analysts. The hub manages the BI data warehouse infrastructure, maintaining existing analytical and technology products and spotting opportunities to use the Council's data in new ways to support organisational objectives, realise efficiencies and improve service delivery to residents.

You will have demonstratable experience of being an analyst and have knowledge of systems that support the effective delivery of BI projects/ products. You don't need to be a technical expert, but you will understand how various technologies can be applied for business intelligence. The Operations Manager will be part of the management team of BI and will support the effective operation of the service. The role will be hands on but also responsible for coaching and managing staff to support their performance.

## Objectives

- Lead on the development and design of BI solutions to departments of the Council including corporate projects and priorities.
- Spot opportunities to use the Council's data in new imaginative ways to support organisational objectives, realise efficiencies and improve service delivery to residents.
- Maximise the value from existing and new BI savings products.
- Oversee the further evolution of the Council's performance framework, ensuring robust performance and intelligence is reported corporately and improvement actions are taken
- Oversee evidence-basing and intelligence work to support strategic assessments, needs assessments, borough profiles, Resident Commissions and Council policy and priorities.
- Oversee the effective management and deployment of the Technology and Innovation Hub
- Oversee the management, maintenance and enhancements of the BI data warehouse and

CRM systems, which will be managed day to day by BI Technical Lead.

- Effectively lead, inspire, supervise and coach analysts and developers ensuring that a collaborative working environment is created and staff are developed within their roles.
- To support the management and strategy of the BI service and develop and implement operational practices, policies and procedures.
- Lead on the mapping and quality assurance of business processes. Ensure that processes are optimised and reengineered to make services more efficient and effective.
- Effectively manage relationships with a wide range of stakeholders including matrix working with other business intelligence resources in the Council, department management teams and senior leaders, service managers and external partners, ensuring good working relationships are built and maintained and customer satisfaction.
- To ensure data privacy, processing and information rights compliance by managing the administration of information, application systems, technology and staff.
- To undertake any other duties of a similar level of responsibility as may be required

## **Skills & Experience**

- Educated to degree level or equivalent in relevant subject
- Appropriate analytical qualification in SQL, PowerBI, Microsoft BI Stack.
- Experience of working within an agile environment with an appropriate agile qualification.
- Proven ability to lead and drive forward a BI function with 7+ years' experience.
- Knowledge of BI technical capabilities/ technology and how these can be implemented to improve service performance.
- Proven experience of using advanced analytical techniques and statistical packages
- Managerial experience of building and leading high-performance teams
- Demonstratable experience of business process mapping and re-engineering to realise performance improvement
- Experience of leading collaborative workshops with a wide range of stakeholders.

## **Working in Hammersmith & Fulham Council**

We appreciate and value our employees and recognise the importance of a motivated and supported workforce. We will support your development through the activities mentioned above and through the ongoing support of your manager and a development programme. In addition to the competitive salary and excellent annual leave package, the organisation offers a wide range of benefits such as; defined benefits pension scheme, tax efficient childcare vouchers and cycle schemes and local discounts from restaurants and shops. The Council strongly believes in flexible working and remote working plays an important part in ensuring employees enjoy a good work-life balance.

## **Attitude Matters**

Your skills and ability are important however, we recruit as much for attitude as we do experience. We are looking for people who have the following attributes:

**Complex problem-solving:** The ability to work within a complex system and find simple solutions and outcomes that deliver real change.

**Critical thinking:** The ability to challenge the norms through evidence-based approaches using both numerical and critical reasoning and thinking. You can rationalise decision-making and form views quickly and soundly from a range of sources.

**Creativity:** You take approaches that demonstrate how doing things differently and creatively changes the dynamic in situations. You can apply creative solutions that deliver hard outcomes.

**People management:** You can get the best out of people. You have a coaching-style and drive through a commitment to personal and professional development. You are clear in your expectations and have exception feedback from your team about their working environment. You recognise and support people as individuals.

**Coordinating with others:** You have the knack of working well with others. You have an appreciation of your own presence and approach and can demonstrate how you have developed and continue to develop how you work with others. You will also

can recognise how others work, think, and feel to get the most out of collaboration.

**Emotional intelligence:** You have a high degree of self-awareness and self-regulation in a wide range of situations from one-to-one conversations to team and group dynamics. You can recognise motivating factors and demonstrate empathy appropriately applying a wide range of adaptive social skills.

**Judgement and decision making:** You can take rational and evidence-based decisions and take responsibility for your decisions and actions. Where there is ambiguity or a lack of evidence you can demonstrate the ability to understand the environment and show flexibility in applying your judgement.

**Negotiation:** You can demonstrate an understanding of the range of skills and techniques required to successfully negotiate with a range of other partners. This includes understanding how to structure and undertake successful negotiation on an organisational-wide level.

**Service orientation:** You must be unequivocal in your commitment and drive for outstanding service delivery. Both in terms of the quality of products and work delivered as well as the achievement of objectives. You and your team can demonstrate how your overall contribution to the organisation and service delivers to our organisational aims and objectives.

**Cognitive flexibility:** The ability to recognise the environment in which you work and adapt and shift to this environment to maximise your own personal achievement and lead others in the same approach. Applying cognitive flexibility to situation of significant change and transformation.

## **Who we are**

How we act defines who we are. At the heart of our organisation is a common approach to defining 'who we are'. We are looking for people that can build this into everything they do.

We are  
**Fair**

We treat everyone with compassion, dignity and fairness. We value the views and opinion of others, and promote benefits and opportunities for all.

A white icon of a balance scale, symbolizing fairness and justice, set against a solid red background.

We are  
**Caring**

We care about our borough and doing things well. We focus on standards and continuous improvement; learning from our mistakes and celebrating success.

A white icon of a heart with a textured, leafy border, symbolizing care and compassion, set against a solid yellow background.

We are  
**Collaborators**

We work together for a better society. We work with our residents, businesses, schools, third sector and others for better outcomes for everyone.

A white icon showing the silhouettes of three people standing side-by-side, symbolizing collaboration and teamwork, set against a solid teal background.

We are  
**Driven**

We will only settle for the very best. We seek to continually improve and put our residents, customers and businesses at the heart of everything we do.

A white icon of a large five-pointed star with three smaller stars and horizontal lines to its left, symbolizing drive and excellence, set against a solid purple background.