|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| DBS Disclosure Required: | Yes |  | No |  | Standard |  | Enhanced |  | Enhanced + |  |

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| --- |
| **Purpose:** *Why does this role exist – to what end result or outcome (business or customer) does it support?* |
| Work with business teams to shape and prioritise the user stories (requirements) for the analytical services for agile delivery. Ensure understanding of business strategies and business processes working collaboratively with teams to enable them to leverage information for decision making. Work with the data design team on the logical business design for the data lake / data warehouse to deliver these user stories. Ensure the sprints deliver incremental value that will enable the business to make data driven decisions in the operational running of the business, improving business performance and managing risk. Undertake data analysis projects from across the business to understand challenges and identify opportunities for transformation to improve service delivery and efficiency. |
| **Key Responsibilities / Deliverables:** *What major activity or function does this role undertake (7±2)* |
| 1. Create and maintain the user stories working with stakeholders in the business (product backlog)
2. Support the specification of the definitions for metrics and KPIs working with the business teams, producing scorecards and dashboards that provide insight and identify key drivers for performance improvement
3. Undertake more complex ad-hoc analysis to answer business questions
4. Undertake statistical analysis and communicate findings to senior stakeholders for the business questions raised to enable the business to act by producing clear well written reports on the key findings
5. Build the standard reports / dashboards using appropriate visualisation to monitor performance and enable the business to self-serve using visualisation software PowerBI and embed use of these in the business
6. Train and support business users to self-serve and run their information huddles, championing the use of data for decision making
7. Work closely with data modellers, data quality analysts and technical delivery team to ensure information provided to business is trusted
 |
| **Main Accountabilities[[1]](#footnote-1):** *what does the role demand from the individual in order to be successful; consider the end results and what is needed to get there succinct summary of critical goals and key successes; consider the type of key decisions that the role needs to make and how they are made* | **Time(%)[[2]](#footnote-2)** |
| Leadership, Management and customer service * Deliver excellent customer service to all stakeholders and drive adoption of best practises
* Maintain professional development relating to BI & Data Analytics to be the trusted advisor to the business
* Work collaboratively with business teams to produce and maintain the product backlog
* Provide content for communication collateral to keep all stakeholders regularly informed of progress, issues and risks for the BI & Data Analytics roadmap
* Drive change management to ensure value is realised from the information asset
 | 20% |
| Strategy and achieving objectives[[3]](#footnote-3) * Ensure activities controlled and prioritised are in line with the groups business objectives and key performance indicators
* Identify all information assets (internal and external) required by the business to operate business processes, enable business improvement initiatives and monitor business performance
* Collaborate to ensure clear and measurable KPIs for monitoring achievement of strategic objectives are evolved with all relevant stakeholders
* Drive activities to enable the organisation to become data driven and use trusted information to improve processes and performance
* Deliver business design for all information assets (information model, data visualisation outputs etc)
 | 20% |
| Working with others – internal* Work with key stakeholders to raise awareness of the art of the possible in relation to using BI & Data Analytics
* Monitor and drive up adoption of BI & Data Analytics solutions deployed through training
* Work with process improvement / business transformation teams to understand what information could support these initiatives and plan for this via the roadmap
* Specify outputs required partnering with business teams for the various user types and specific roles to consume required information catering for multi channels
* Work collaboratively with all teams including the IT team to deliver the product backlog via sprints
* Work with IT Architecture team to mature information artefacts
* Support specification of role based profiles relating to information roles
* Lead user acceptance testing and obtain sign off from product owner / super users
 | 25% |
| Working with others – external* Manage relationships with key stakeholders and partners, promoting and representing L & Q work with third parties
 | 10% |
| Budgetary responsibility[[4]](#footnote-4) * No budget responsibility
 | 0% |
| Compliance[[5]](#footnote-5)* Drive resolution of metrics quality issues caused by process, definition or system issues
* Support H&S, regulatory and governance compliance
 | 10% |
| Records and Systems[[6]](#footnote-6) * Maintain accurate documentation of all business design documents related to information assets
 | 10% |
| Operational Risk[[7]](#footnote-7)* Manage risks associated with information
 | 5% |

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| **Financial Responsibility:** *Enter below any revenue, operating or capital budgets for which the role is accountable (individually or as part of a team). Can include the market value of the work being directly undertaken by the role.*  |
| * No budget responsibility
 |
| **People Responsibility:** *The number (average or range) of employees that the role has supervisory / management responsibility for.*  |
|  | Direct Reports | Indirect Reports |
| Total Employees | 0 |  |
| *Manages own team and indirectly manages product owners, super users to drive up use of information* |
|  |
| **Technical Knowledge/Skills[[8]](#footnote-8):** *Those required to successfully perform the job role (max 12); including a requirement for academic, vocational or professional qualifications* |
| * Business Intelligence experience with knowledge of SQL or similar
 | * Change management on embedding use of information
 |
| * Agile / working to sprints
 | * Application of statistical / mathematical models
 |
| * Business design relating to information artefacts
 | * Strong Stakeholder Management
 |
| * Understanding of performance management framework
 | * Advanced Power BI expertise
 |
| * Understanding of BI & Data Analytics Strategy
 | * Strong communication and influencing skills
 |
| * Delivering ad-hoc analysis and telling the performance story using information
 | * Driving resolution of information quality issues
 |
| **L&Q Values:**  *Our guiding principles that describe how we deliver our mission and vision through our behaviours and actions.* |
| **People** :We care about the happiness and wellbeing of our customers and employees |
| **Passion:** We approach everything with energy, drive, determination and enthusiasm  |
| **Inclusion:** We draw strength from our differences and work collaboratively |
| **Responsibility**: We own problems and deliver effective, lasting solutions  |
| **Impact:**  We measure what we do by the difference we make  |
| **Standard responsibilities expected of each employee:** |
| * Commit to supporting London & Quadrant’s environmental policy and social mission
* Comply with all London & Quadrant’s Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks
* To promote London & Quadrant’s core values and ethos, modelling the associated desired behaviours
* To foster constructive and collaborative working relationships with colleagues inside and out of the department.
* To participate in any continuous improvement of service delivery
* To respect the need for confidentiality when processing personal/customer in line with the General Data Protection Regulations
* Other such duties as may be required from time to time.
* PEOPLE MANAGERS ONLY: carry out expected line management of staff (absence, probation, disciplinary, grievance, capability, performance objective setting, appraisal review, recruitment) in line with L&Q policy and procedures.
 |

INFORMATION ONLY

**What is a role profile and how does it differ from a job description?**

Role profiles are documents that succinctly describe job roles and will replace our existing job descriptions. Role Profiles also provide clarity (both to those doing the job and to managers) on what is expected from people doing the role and they also focus people’s attention on the key factors required to deliver results.

The key differences between a role profile and a job description are as follows:

|  |  |
| --- | --- |
| **Job Descriptions** | **Role Profiles** |
| Tendency to list tasks and duties | Describes the key demands of jobs |
| Detailed description of specific tasks | High level overview and outline of the role |
| Focuses on the duties and activities in the role  | Focuses on the end results of the role |

1. Using the pre-defined themes – keep headings – 1 or 2 sentences in each reflecting the most important aspect(s) [↑](#footnote-ref-1)
2. Needs to add up to 100% as a guide based on 225 available working days pa: 0.5 day per month = 3%, 1 day= 5%, 2= 11%, 3= 16%, 4= 21%, 5= 27% [↑](#footnote-ref-2)
3. Refer to any generic personal objectives if role carried out by more than one person, include any aspirational targets [↑](#footnote-ref-3)
4. Does role have any spend authorisation limits? [↑](#footnote-ref-4)
5. Is role responsible for the ownership or support in the definition or checking / auditing of adherence to a company policy? Does role carry any specific legal, statutory or specific regulatory requirement? [↑](#footnote-ref-5)
6. Is role accountable for the accuracy, currency, validity, coverage of specific data or documentation? [↑](#footnote-ref-6)
7. Is role responsible for resolving risk, for identifying and qualifying a risk, or for alerting of a potential risk? [↑](#footnote-ref-7)
8. Leave out Essential / Desirable [↑](#footnote-ref-8)