L&Q Group

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| **Role title** | Information Manager | **Date** | 05/01/2021 |
| **Reports to Title** | Head of BI & Data Analytics | **Version** | 1.1 |
| **DBS Disclosure Required:** | **Yes** |  | **No** |  | **Standard** |  | **Enhanced** |  | **Enhanced +** |  |
| **Responsibility for End Results** |
| Lead the Information Analysts team to deliver ad-hoc analysis as well as drive delivery of the conformed information assets required by the business that will deliver one version of the truth. Mentor teams to deliver design, approaches and methodologies to unlock the value in enterprise data and information assets. Work with business owners / power users to shape and prioritise the user stories for the analytical services for agile delivery for approval by the Data Governance Steering Group. Work collaboratively with the business / product / data design /data quality /customer insights and data squad teams to create the required collateral that would enable agile delivery of the user stories via the data platform. Ensure the sprints deliver incremental value that will enable the business to make data driven decisions in the operational running the business improving business performance and managing risk. |
| **Key Responsibilities / Deliverables:** |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%.  | ***Time******(%)*** |
| * Leadership and management including customer service / values
* Manage, coach and develop the team of information analysts to deliver excellent customer service to all stakeholders and drive change management in embedding information use within the organisation
* Maintain professional development relating to BI & Data Analytics to be the trusted advisor to the business
* Foster a culture in the team that strives for excellence and lives the L & Q values
* Work collaboratively with business teams to understand business issues and raise awareness of how information can be used to improve team, process and business performance
* Develop appropriate communication collateral and produce progress update reports to keep all stakeholders regularly informed of progress, issues and risks
 | 20% |
| * Strategy/ achieving objectives
* 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 and iterate business scorecards / dashboards progressively
* Undertake ad-hoc analysis to build business cases, baseline performance, diagnose performance issues and answer business questions that inform policy/strategic choices etc
* Create the annual and quarterly plans in collaboration with stakeholders to ensure activities controlled and prioritised are in line with the groups business objectives and priorities
* Deliver business design for all information assets (user stories, conformed data assets, data visualisation outputs etc) and drive use of analysis datasets once delivered (self-serve and standard report suites)
* Drive activities to enable the organisation to become data driven and use trusted information to improve processes and performance
 | 25% |
| * Working with others – internal
* Work with key stakeholders to raise awareness of the art of the possible for BI & Data Analytics
* Work with data design and data quality team to ensure definitions are signed-off and data quality issues fixed
* Work with process improvement / business transformation teams to understand what information could support these initiatives and plan for measuring benefits via delivery of the roadmap
* Work collaboratively with all teams including the IT architecture and data squad teams to deliver the product backlog via sprints
* Establish huddles with business teams to use information to drive their action plans
 | 20% |
| * Working with others – external
* Manage relationships with external stakeholders and partners, promoting and representing L & Q
* Collaborate with other organisations to create shared industry collateral that is applicable to housing
 | 10% |
| * Budgetary responsibility
* Responsible for producing own teams budget in collaboration with line manager
 | 5% |
| * Compliance
* Drive resolution of metrics quality issues caused by process, definition or system issues
* Support Health &Safety, regulatory and governance compliance
* Ensure regulatory reports produced are accurate and complete
 | 5% |
| * Records and systems
* Maintain accurate documentation of all business design documents related to information assets
* Ensure internal operational processes are documented especially for delivery of performance related metrics to enable these are auditable
 | 5% |
| * Risks
* Manage risks associated with information and ensure these are captured in our corporate risk management system along with the controls to mitigate the risks
 | 10% |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. |
| Contribute towards budget formulation; raise purchase orders for team spend |
| **People Responsibility:** Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.  |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 3 |  2 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. |
| Project coordinator for Data ensuring that cross team Programme Plan is planned, resourced and delivered to plan |

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| **Technical Knowledge/Skills**  |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications |
| * Team management – direct and indirect
 | * Strong Stakeholder Management
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| * Strong communication and influencing skills
 | * Project and programme management planning
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| * Performance management frameworks
 | * Information & Data Governance
 |
| * Data & Knowledge management
 | * Data artefacts business design
 |
| * Report writing for analysis output
 | * Power BI expertise
 |
| * Housing Knowledge
 | * Knowledge of databases, data lake platforms
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| **L&Q Values** |
| These are our guiding principles. They 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
 |
| **Other**  |
| * Commit to supporting L&Q’s environmental policy and social mission
* I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks
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