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| 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 / power users to identify performance monitoring and decisioning requirements, shape and prioritise the user stories for the analytical services for agile delivery. Produce high quality user stories for the analytical outputs (metrics definitions, scorecards, dashboards, reports , analysis datasets) and work with the wider team to review the conceptual, logical data dimensional 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. Undertaking analysis that will generate recommendations for business improvement and help embed a data driven culture for decision making in the organisation. | |
| **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. Write the specification of the definitions for metrics and KPIs in the KPI dictionary working with the business teams and the wider BI & Data analytics team 3. Capture requirements and produce business design documents for the delivery of the BI and Analytical services for the technology team to progress the creation of the Power BI datasets in the data lake 4. Undertake analysis and communicate findings for the business questions raised to enable the business to take action through well written reports 5. Specify the standard reports / dashboards through visualisation that tells the performance story to monitor performance and related artefacts to enable the business to self-serve 6. Test the analytical datasets provisioned via the data lake to ensure these are accurate to source 7. Train and support business users to self serve and run their information huddles 8. Work closely with data modellers and data quality analysts 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 (%)** |
| 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 capture requirements and 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 * Support change management to ensure value is realised from the information asset | 20% |
| Strategy and achieving objectives   * 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 dimensional 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[[2]](#footnote-2)   * No budget responsibility | 0% |
| Compliance[[3]](#footnote-3)   * Drive resolution of metrics quality issues caused by process, definition or system issues * Support H&S, regulatory and governance compliance | 10% |
| Records and Systems[[4]](#footnote-4)   * Maintain accurate documentation of all business design documents related to information assets | 10% |
| Operational Risk[[5]](#footnote-5)   * 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* | | | | | |
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| **Technical Knowledge/Skills[[6]](#footnote-6):** *Those required to successfully perform the job role (max 12); including a requirement for academic, vocational or professional qualifications* | | | | |
| * Business Intelligence experience with MS Power BI with DAX including querying data from MS SQL Server relational and dimensional databases and developing SQL queries / scripts | * Data Analytics experience | | |
| * Project and programme management planning | * Report writing skills | | |
| * Business Architecture and design relating to information artefacts | * Understanding of statistical / mathematical models | | |
| * Understanding of performance management framework | * Strong Stakeholder Management | | |
| * Understanding of BI & Data Analytics Strategy | * Strong communication and influencing skills | | |
| * Telling the performance story using data visualisation | * 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:

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| **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. Does role have any spend authorisation limits? [↑](#footnote-ref-2)
3. 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-3)
4. Is role accountable for the accuracy, currency, validity, coverage of specific data or documentation? [↑](#footnote-ref-4)
5. Is role responsible for resolving risk, for identifying and qualifying a risk, or for alerting of a potential risk? [↑](#footnote-ref-5)
6. Leave out Essential / Desirable [↑](#footnote-ref-6)