Job Specification

Job Title: BI & Data Team Leader

Reports to: Design & Delivery Manager

Purpose of the jobs: To take full accountability for the MI/BI, Data and reporting capability across people, processes and technology. Accountable for the delivery of data services and decision support across the business, ensuring data artefacts are robust, consistent, and available and governed by appropriate assurance frameworks.

Areas of Responsibility:

1. To develop and take ownership of TPT Retirement Solutions vision, Business Plan and values, and to be totally committed to these.

2. To manage and motivate a team in order to organise and coordinate resources to ensure team targets are achieved, recruitment, appraisal, development, training and disciplinary issues and acting up in the Design and Delivery Managers absence.

3. Participate in the long-range planning and estimation of new projects and database/software releases.

4. Responsible for the development of business-critical BI projects from business requirements through to deployment, adhering to current methodologies, standards and policies.

5. Co-ordinate the activities of assigned project personnel in the development and maintenance of BI solutions to effect deployment, revision and continued operation of computer application systems. Directing internal and external staff where work is sub-contracted to them.

6. Oversight and accountability of a comprehensive suite of management reports, providing our business with robust, accurate reports both ad-hoc and

to an agreed cycle, and change management of such reports to ensure focussed business analytics.

7. Employ the use of Agile methods of working to assist the development and delivery of BI & Data projects. Work in co-ordination with the Scrum Master to provide both accurate work estimates and regular updates to the business regarding new and in-progress projects.

8. Own and drive improvement across the architectural stack of Management Information and Business Intelligence vendor technologies and operational procedures.

9. Design, build and manage the Microsoft based TPT data warehouse and reporting platforms utilising SQL Server, SSRS, SSAS, QlikView and Data warehousing.

10. Act as the business partner to stakeholders across the business, supporting and coaching them in understanding and using management information to drive performance.

11. Continual improvement & maintenance of the MI/BI, Date and Reporting capability, identifying areas to increase efficiency and automation of processes. Developing tools and processes to enable automation of existing data manipulation and reporting activity.

12. Support the development of and then own the MI plan, ensuring that it remains aligned to the wider business strategy through regular evaluation and stakeholder engagement up to senior manager (SMT) level.

13. Develop and implement a robust control framework around all MI processes and outputs, continually monitoring impact and suitability.

14. Managing enterprise-wide MI and Data Asset governance processes, helping to develop and implement effective policies and best practices to protect and classify data assets.

15. Improve the accuracy of data and MI and develop a single source of truth for all key metrics which have a high degree of trust and credibility amongst stakeholders inside and outside of function.

16. Act as the MI/BI lead, building relationships with business stakeholders to understand outcomes and objectives; gather, understand and document detailed business requirements and develop the BI capability, providing solutions that deliver business value and embed the MI and data strategy.

17. Empower business colleagues to become self-reliant and retrieve actionable insights in a timely and convenient manner, with minimal effort and dependency on IT through the delivery of self-service capabilities.

18. Estimate, plan, design, develop and support MI/BI, Date and Reporting solutions to agreed specifications and timescales.

19. Design, develop and manage Extract, Transform and Load (ETL) routines.

20. To perform all duties in line with the Trust's Information Security policy.

21. To comply with the Data Protection Policy when dealing with personal data in the course of employment including personal data relating to any employee, customer, client, supplier or agent of the Company.

22. To act as an ambassador of the Trust at all times.

Performance & Engagement Factors	Essential	Desirable
Job & Technical Factors	• Minimum 5 years MI/BI production experience • Highly Competent in MS SQL Server development (T-SQL) including Reporting Services (SSRS) and SQL Server Integration Services (SSIS). • SQL Server data warehousing tools including Data Quality Services and Master Data Services • System and data security considerations and the ability to develop secure systems. • Excellent SQL development skills. • Basic knowledge of data science and its requirements and how it can be leveraged to assist with decision making at TPT. • Strong Knowledge of Microsoft BI stack (SSIS, SSRS, etc.) • Proficient with reporting writing using either Crystal Reports, QlikView and/or SQL Server Reporting Services • Proficient with Microsoft Excel • Working in the financial services industry or other regulated environment • Strong experience working in service level driven operations focused environment, adhering change control processes. • Proven ability to improve overall system performance via system analysis and ongoing tuning. • Excellent Analysis and problem solving skills.	• Knowledge and experience of working within a public / private cloud environment (e.g AWS / Azure) particularly database migration and development and use of cloud-based data solutions. • Microsoft MCSA-SQL. • Pensions knowledge

	• Experience of data analysis using large consumer databases using SQL • Data conversion / data migration / data analysis	
Engaged Behaviour	• Confident and assertive, generating enthusiasm and commitment from the team • Highly motivated and self-organised with an ability to use own initiative and creative thinking • Operating both independently and as a team player, adopting a collaborative approach to achieving business objectives and outcomes • Flexible and adaptable, able to manage fast paced and changing environments • Commercially sensitive and business-focused with a drive to achieving good business outcomes and adding value to the organisation • Actively builds knowledge of the Trusts business goals and values, focusing on opportunities to improve business outcomes and benefits • Actively encourages and facilitates the development of self and others. • Demonstrate leadership across IT, leading team members within other areas	
Values	Acts in line with our values: • United • Ethical • Innovative • Customer focused • Cost effective	

	• Committed	
Systems and Processes	• Actively seeks opportunities to improve processes, embraces change. • Ability to identify improvements to work practices & communicate about them effectively & positively. • Complies with standard trust processes and procedures for the management of projects. • Able to apply risk theory and practice to the management of Trust systems • Budgetary \ Cost Control • Report creation • IT project management • Quality management systems and approaches • Risk management systems and frameworks	
Customer Care	• Strong influencing and conflict-resolutions skills, coupled with an ability to handle difficult situations successfully. • Demonstrates and fosters a culture of exceptional customer service • Is focused on ensuring that users receive an excellent service. • Understands the needs of users and create appropriate services. • Has a wide range of influential behaviour and tactics. • Ensures that the team always delivers fair customer outcomes	• Experience of dealing with internal and external clients.

| Performance Factors | Doer and finisher, showing tenacity to overcome obstacles and drive things through to completion. Clearly demonstrates a willingness to be accountable & responsible Ability to plan and prioritise multiple work streams, organise own and teams work & prioritise as necessary. Able to monitor and develop plans for improving the performance of the team. Able to interpret Trust's needs into Strategies. Able to communicate change effectively. Able to produce functional plans. Act creatively to develop solutions to improve team's performance. Applies best practice to improve the quality of the service to users. Able to manage change to achieve targets. Productivity management Staff and team development Time Management Resource management and planning | |