



Business Insight Manager

Job Description and Person
Specification

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

BUSINESS INSIGHT MANAGER

This is a broad outline of what is expected of the postholder.

RESPONSIBLE TO: **HEAD OF FINANCIAL PLANNING & TREASURY**

KEY OBJECTIVE:

- To support the Head of Financial Planning and Treasury in ensuring that business information & data insight is delivered to a high standard, meeting business needs and in accordance with the organisation's aims and objectives
- To effectively manage the day to day operation of the Business Insight & Information team.
- To review & design the team's services to target continuous improvement.

KEY RESPONSIBILITIES:

- Responsible for prioritising and delivering all reporting requests to the Business Information team
- Support the Head of Financial Planning and Treasury in leading on the delivery of the business information strategy
- Lead and manage a team of Business Information Analysts and ensure the team is appropriately skilled
- Develop and maintain a strong understanding of information held, in order to be able to make informed judgements as to how best to correlate information to produce comprehensive, accurate and meaningful management information
- Work in partnership with the business, ICT and third parties as required to design and commission business information developments including new sources of data, managing the team resources to deliver the service
- Develop, automate and maintain user friendly, 'self-serve' formats for the production of regular business information to support performance monitoring, internal and external reporting, decision making and continuous improvement
- For more complex business information needs or where automation cannot be achieved efficiently, develop, maintain, produce, interpret and present business information as required

- Respond to prioritised ad-hoc information requests in a timely manner, obtaining data from a variety of different sources
- Support and guide other staff in the appropriate development and use of business information outputs, tools and techniques
- To support specific business initiatives, creating, interpreting and embedding new measures as required, to support the development of the business
- Produce analytical and interpretative reports to identify key business trends affecting the Group's strategic aims
- Attend meetings and work as a trusted partner within the business as required to promote the effective interpretation and use of business information, and to develop and maintain a good understanding of evolving business needs
- Perform other relevant duties as required

GENERAL MANAGEMENT RESPONSIBILITIES:

- To contribute to the broad development of the Group in meeting its mission, and to help foster a culture of continuous improvement;
- To ensure compliance with the Group's Standing Orders, standards of probity relating to the Group's charitable status and Housing Corporation Regulation.
- To be responsible for the management of the financial resources within his/her sphere of management
- To ensure that all Group's Corporate Policies are implemented within his/her sphere of management in particular:
 - Health and Safety
 - Equal opportunities and BME Policies
 - Risk Management
 - Performance Management
- To be responsible for the development and training of employees within his/her sphere of management.
- To manage in accordance within the principles of Best Value and carry out Best Value reviews on a regular basis.
- To ensure that tenant and customer interests are identified and fully taken account in those services within his/her sphere of influence.

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PERSON SPECIFICATION

QUALIFICATIONS:

- Relevant degree or experience
- Experience or knowledge of managing a team

KNOWLEDGE, SKILLS AND EXPERIENCE:

You must have demonstrable relevant experience including:

REQUIRED

- Extensive knowledge and experience of providing business information and analysis
- Proven skills in the production and interpretation of statistical information, including the use of computerised management information tools
- Ability to manage tight competing deadlines for both yourself and your team, and ensure a heavy workload can be managed and delivered effectively
- Excellent written and verbal communication skills, and good experience of building excellent relationships with managers and senior managers
- Presenting data and business information in a relevant and impactful way to senior managers and directors
- Ability to convey complex statistical information in a clear, user-friendly and non-technical way
- Knowledge of social housing sector risks and performance metrics

DESIRABLE

- Experience in driving service change and improvement in business information solutions
- Advanced TSQL skills including query performance optimisation, aggregation and automation
- Working knowledge of data warehouse design concepts and practices
- Experience formulating ETL (Extract, Transform, Load) routines across varied, business-wide data sets
- Ability to utilise a range of data visualisation solutions

COMPETENCIES:

- Adheres to and promotes the group's business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Strives for quality and timely delivery of objectives, demonstrating initiative and resilience where required.
- Articulates opinions, ideas and information in an effective manner. Actively listens to the communications of others.
- Recognises the value of and actively promotes team working to improve services, resolve problems and promote inclusion at a local and company level.
- Delivers acceptable solutions to problems through accurate diagnosis, consultation and efficient task management.
- Manages the achievement of objectives through planning, communication, consultation and monitoring to meet deadlines.
- Demonstrates sound judgement and independence in decision-making, seeking advice and information when appropriate.
- Focuses clearly on main company objectives, demonstrating flexibility and creativity to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share information.