



senior business information analyst

reporting to – business information manager

working hours – full time is 35 hours a week. You'll agree your working pattern with your manager.

the purpose of your role

As a senior member of the team you'll play a key role in developing and supporting our reporting across the organisation.

As we develop as an organisation, it's vital that we're better able to ensure that the business is able to make decisions on information provided. You'll need to have strong technical skills allied with excellent communication skills and be able to understand the business needs quickly.

You'll be required to gather requirements and develop reporting in a collaborative way with the business so it can be delivered quickly, accurately and in an easy to use way by running the meetings with a varied number of stakeholders as you develop their requirements in Power BI in front of them. You'll also assist the analysts in the team with these tasks.

You'll develop and maintain strong relationships with internal stakeholders to make sure that the business has access to the information it needs in order to make decisions.

As a senior person in the team, you may be required to step in when the Business Information Manager is unavailable, and be seen as an expert in the BI set up.

You'll be our "go to" person for issues that need resolving or solutions finding on BI systems such as Power BI or Business Objects.

how we'll measure your success

- delivery of your personal and team objectives, and your contribution to our commitments
- feedback from customers, colleagues and your manager
- your ability to coach and supervise colleagues
- how effectively you're sharing knowledge in the team
- how effectively you're able to take the lead on activities, including meetings
- maintaining the right level of technical knowledge as well as understanding clearly what's going on in the organisation
- how you've lived our values and demonstrated the behaviours we expect of everyone working here every day



you're accountable for...

our customers - our people - our reach - our service

- being seen as an expert on Power BI
- providing accurate and effective Power BI applications for the business to use
- continuing provide development and support with Business Objects
- communicating clearly and effectively to different levels of the organisation. This could be by chairing meetings or presenting
- leading the team if required in the absence of the Business Information Manager
- assisting the Business Information Manager with planning future work
- building and maintaining relationships with a full range of internal stakeholders to enhance and maximise the provision of solutions
- suggesting ways we can improve our reporting
- using business rules in line with the published data definitions
- supporting project work across the organisation where there are reporting requirements
- making sure data is managed appropriately including access, quality and retention
- maintaining standards and documentation with any development work that is done
- making sure delivery meets requirements and is accurate
- ensuring that queries are as efficient as possible
- completing BAU tasks when required to be done

your experience includes...

- You will have experience working with business intelligence software, and have direct experience of the software development life cycle as well as good technical knowledge and practical knowledge of providing reporting
- having great communication skills, verbally and in writing – you'll be able to explain your ideas in plain English
- wanting to be a key person in a team by knowing as much as possible about the systems, processes and the organisation in order to contribute significantly to a team
- having the capability to manage people when required
- ability to manage and prioritise multiple items of work. Also, be able to help others
- translating business requirements into a technical solution
- having excellent problem solving skills when needing to find a solution to a requirement
- being a strong team player who enjoys helping people get the information they require
- having great attention to detail to ensure the right solution is delivered and is accurate
- displaying strong project management skills – you know how to get things done and can deliver on time
- sharing and living our values in your everyday work



- having strong knowledge of at least 1 BI tool
- having a good understanding and knowledge of SQL
- it would be desirable if you have knowledge in some of the following areas:-
 - Knowledge of Power BI.
 - Project Management methods.

we are the ombudsman ...

We use our professionalism, knowledge and experience to guide all our actions and decisions. This means we're proud to:

make fair decisions that *feel/fair*

- we listen to understand so we can get to the heart of a problem and show we care
- we take personal responsibility to get things done with practicality and efficiency
- we understand that all our actions and decisions need to make sense and be trusted

put people first

- we use our tone – which helps us look, feel and sound human, thoughtful and balanced – carefully and consistently in everything we do
- we recognise everyone's different and tailor how we work to take individual needs into account
- we want to know and care about the world around us, because it's vital we stay relevant and accessible

make things better

- we're proud and enthusiastic about making a positive difference through our work
- we have the knowledge and confidence to challenge things that don't feel fair
- we're flexible and resilient – adapting quickly to change and keeping up the momentum

provide value

- we understand the value of our knowledge and share it to help others as well as learn from our own experiences
- we value teamwork and the contributions others make, and together we improve things that aren't working as well as they could
- we have a budget and commitments to meet – so we care about the resources we use and the money we spend