

# Job Description and Person Specification

Role: BI and Insights Manager



# Job Description

<b>Job Title</b>	BI and Insights Manager
<b>Grade</b>	G8
<b>Service</b>	Performance and Planning
<b>Reports to</b>	Head of Performance, Data and Continuous Improvement
<b>Location</b>	Friargate Coventry
<b>Job Evaluation Code</b>	



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



# About the Service your team will provide

## Purpose of the role

The Business Intelligence Manager will lead the BI, Insights and Data team in extracting information from our data systems, interpreting data, and using it to drive business decisions and actions.

The BI Manager will be responsible for making valuable data accessible to colleagues and stakeholders, assisting the organisation in data-driven decision-making.

The BI Manager will oversee the collection and interpretation of company performance data. With stakeholders they will articulate performance objectives and success indicators and create appropriate dashboards and performance reporting to support the delivery of high performance. It would be expected that analysis, trending and commentary would support performance dashboards which would include reference to benchmarking and performance against agreed measures.

The role holder will be expected to develop strategies and methods for data collection, analysis, and reporting.

Within the role where required statutory requests for reporting and to support inspection readiness will also be facilitated.

## Main Duties & Key Accountabilities

### Core Knowledge

- Lead and develop a team of Senior/ BI, Insight and Data analysts
- Work with and business partner cross-functional teams to gather and interpret business requirements
- Oversee the design, development and maintenance of BI dashboards, production of insight and reports working with and across key stakeholders to develop a One Coventry approach to performance seeking synergies and improvements for the resident wherever possible
- Lead quality assurance processes of all data and analysis prior to publishing to ensure high quality and consistent delivery of information. Ensure accuracy and integrity of data and reporting provided to stakeholders
- Write and lead the production of reports to extract aggregate and visualise data from line of business case management systems, including approaches for automating their production

- Provide expert advice and leadership to services, Automation and Innovation Lead and IT to enable system and operational change and the impacts on reporting and data
- Provide specialist advice and recommendations to all levels of staff, including senior managers and elected members on analytical methodology and approaches to data analysis enabling and influencing them to make well informed data-led decisions.
- Proactively seek opportunities to use business intelligence and analytical techniques to challenge existing practice and identify opportunities to improve service delivery (including increasing social or environmental value), reduce costs or increase income
- Design and implement business intelligence tools and systems, including data warehousing, visualisation, and reporting tools
- Analyse business data and provide actionable insights for decision making and performance improvement
- Implement data modelling and organise complex data sets
- Identify trends and patterns in data to help improve business performance and work across the management team to ensure that cross council intelligence is provided that enables decision making and appropriate action to maximise performance and delivery
- Provide technical support and training to users on new BI tools and systems
- Deputise as required for the Head of Performance, Data and Continuous Improvement
- Any other duties as required within a reasonable scope of this role and duties.

## Key relationships

External	Internal
Partners and Industry/Economy Sector leads Local Government networks and think tanks. LGA and Solace Central Government Combined Authority	Performance and Safeguarding Board Transformation and Change team Legal and Governance Digital Services Team All council managers and leaders

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

### Staff managed by postholder:

Responsible for a team of Senior/ BI and Insight Analysts and Data Analyst/s

## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
<ul style="list-style-type: none"><li>Local Government Knowledge – familiarity with local government structures, policies, and services. Research needs to align their work with the specific needs and priorities of the community they serve.</li></ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"><li>Excellent communication and presentation skills, with the ability to convey complex data insights and research to both technical and non-technical stakeholders</li><li>Advanced analytical and critical thinking skills</li><li>Good organisation skills with the ability to manage simultaneous projects across differing stakeholders</li><li>Highly numerate and comfortable working with different and sometimes complex data</li><li>Attention to detail, logical and able to plan/schedule</li><li>Highly organised with the ability to deal with multiple projects on an on-going basis and meet deadlines</li><li>A proactive person who can work alone on own initiative, but also within a busy team and under pressure of tight deadlines</li></ul>	
<b>Experience</b>	
<ul style="list-style-type: none"><li>Ability to demonstrate relevant experience in a similar role</li><li>Previous experience in a Local Authority</li><li>Proven experience as a Business Intelligence Manager or similar role</li><li>Knowledge and experience of information management, and governance legislation, including, data privacy and data protection legislation, including GDPR.</li></ul>	

- Experience and understanding of behavioural research, behavioural insight.
- Experience in data warehouse design and data mining
- Experience and competency across a range of analytical tools such as Power BI, SQL, Tableau or SPSS

**Qualifications**

BA or BSC in Business, Data, Statistics, Information Technology or equivalent demonstrable experience

**Special Requirements**

<b>Date Created</b>	July 2024	<b>Date Reviewed</b>	
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