

Business Intelligence Delivery Lead

Directorate: Service area:	Resources Directorate Commissioning Support Unit
Accountable to:	Business Intelligence Service Manager
Accountable for:	Tier 5 Business Intelligence staff [typically between 3 and 8]
Politically restricted post	This position is not politically restricted
Delivery teams:	Business Intelligence (HR & Customer)

Context

You will form part of the Business Intelligence Leadership Team, helping drive improvements in the way the council receives and uses analytics and insight to inform decision-making at all levels of the organisation.

Specifically, you will lead our HR & Customer delivery team. This will involve working with colleagues in those service areas to provide accurate, timely, engaging and insightful analytics relating to the organisation's workforce and interactions with our service users.

Specific role assignment

Delivery responsibilities	<ul style="list-style-type: none">• To develop and lead the delivery of effective business intelligence that contributes to comprehensive and well-informed needs analysis, supports commissioning decisions, statutory reporting requirements and activity monitoring to improve services.• To work closely with identified service areas, understand business requirements and develop a programme of work to meet those requirements, in line with an organisation-wide approach to delivering business intelligence.• To utilise the organisation's Data & Analytics Platform to create business intelligence outputs with Power BI, automating reports and dashboards so that customers receive timely, interactive intelligence.• To provide strategic decision makers with impartial insight derived from the analysis and interpretation of key datasets.• To support senior management with the development of policies and strategies which improve outcomes for Warwickshire's residents.
----------------------------------	--

Business Intelligence Delivery Lead

	<ul style="list-style-type: none"> • To act as a champion for the production and use of business intelligence to inform effective strategy development and commissioning decisions across the organisation. • To inform the development of effective ICT infrastructures and business systems that can meet the business intelligence needs of the organisation. • To provide specific analytical support to priority transformation activity across the organisation. • To lead the development of joint analytical intelligence across other parts of the organisation and key partners.
Key business measures	<ul style="list-style-type: none"> • Percentage of statutory data returns completed to time and quality standards • Percentage of customers that rated the service they received as either Excellent or Good • Percentage of customers that said the service they received met All or Most of their requirements • Percentage of customers that rated the team's Knowledge and Expertise as either Excellent or Good
Statutory responsibilities	<ul style="list-style-type: none"> • To be responsible for and oversee the timely delivery of verified data for regulatory and statutory returns. • To inform the development and configuration of information systems so that they meet reporting and intelligence needs and comply with all statutory duties.
Specific experience	<ul style="list-style-type: none"> • Educated to degree level or significant experience within a complex local authority in a relevant field and either specific formal qualifications relating to the post or equivalent experience. • Comprehensive experience in leading business intelligence activities, including statutory data returns and the analysis of complex datasets using a wide range of research and analytical methodologies. • Experience of producing and manipulating complex data sets and interrogating information to develop recommendations for senior managers, with persuasive and independent insight to support business decision making. • Knowledge of information governance, the

Business Intelligence Delivery Lead

	<p>need for confidentiality and the General Data Protection Regulation.</p> <ul style="list-style-type: none">• Ability to manage a team from a range of professional backgrounds to ensure optimum performance through the use of robust development, appraisal and supervision according to corporate guidance.
Specific qualifications/and registration	Not applicable
Budget responsibility	Contributory responsibility for circa £200,000
FTE responsibility (line management)	Responsible for between 3 and 8 Tier 5 Business Intelligence staff (for example Insight Analysts, Data Analysts)
Key stakeholder relationships	The postholder will deliver the business intelligence function to identified service areas (HR and Customer Services in this instance) and will work closely with Tier 2, 3 and 4 managers in those service areas to identify priorities and agree a delivery programme.

Business Intelligence Delivery Lead

Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none">• Deliver in year service plan (1 year)• Effective contract and supplier management• Meet budget, savings and income targets

- Contribute to the operational planning of the service with the commissioning team
- Ensure effective contract management arrangements are in place
- Manage costs down, deliver savings and income targets (as applicable)

Generic Capability	Descriptor
Performance & standards	<ul style="list-style-type: none">• Statutory compliance• Professional practice• Procedure compliance

- Execute the statutory or regulatory duties that are in place and delivered across the team.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

Generic Capability	Descriptor
Operational management	<ul style="list-style-type: none">• Deliver operational performance objectives• Manage the workforce• Deliver continuous improvement plans

- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures
- Use data and insight to improve service performance

Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none">• Workforce development• Workforce planning

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Business Intelligence Delivery Lead

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none">• Monitors the service performance framework• Effective service design

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives
- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none">• Deals with performance issues• Maintains business continuity• Role model of how we work principles

- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high-performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

Business Intelligence Delivery Lead

WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy

Our Behaviours



do what we say



move with purpose and energy



focus on solutions



help people and communities to find their own solutions



build strong working relationships



be the best we can be

Strategy... the direction we will take to achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning... the process of how we will plan, purchase and monitor our services



Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes



Operational Commissioning... the process for meeting need at an individual level or to a specific group



Delivery... providing services to our customers

