

Business Intelligence (BI) Manager

Contract type: Full-time (36.5 hours per week), Permanent

Salary: £53,649 - £57,225 per annum (Grade 12)

WJEC are excited to be welcoming applications for a new role to the organisation: Business Intelligence (BI) Manager.

The role:

Suitable for anyone with a strong background in Business Intelligence and data-driven decision making, the BI Manager provides an exciting opportunity to help drive staff performance through data and insight. You'll be responsible for establishing our BI corporate function, alongside developing data collection processes and working to capitalise on data insights, enabling WJEC to fully embrace it's high-performing culture.

The role is available on a full-time, permanent basis and is available immediately. It can be a hybrid role, meaning that applicants may split their time between working at home and in our Cardiff offices, subject to personal preference and business need. As such, applications are invited from individuals across the UK but please note that the role will require regular working in Cardiff.

The person:

Due to the complexity and importance of this area of work, applicants must have a good understanding of Business Intelligence. They'll have experience of presenting management information from multiple sources using Business Intelligence tools, such as AWS Quicksight, allowing data-driven decision making. They'll also have strong analytical skills and an eye for detail, alongside excellent communication skills, in order to articulate the wider picture to a broad audience.

Our benefits:

At WJEC, we pride in being an inclusive and supportive place to work. Alongside hybrid working, we also offer a range of excellent benefits including: 25 days annual leave per year (in addition to 16 statutory / additional holidays), free Welsh lessons, a highly competitive pension scheme and numerous family friendly policies. A career with WJEC can be extremely rewarding and you will be encouraged throughout with great opportunities to develop your professional and personal skills.

To find out more about the role, or about working for us, please do not hesitate to contact our HR team (HR@wjec.co.uk), who will be more than happy to answer your questions.

Please visit [our website](#) to download a copy of the job description and application form.

Closing date: 23:59, Sunday 08 September 2024

Interviews are scheduled to take place the week of 16 September 2024



JOB DESCRIPTION

Job Title:	Business Intelligence (BI) Manager
Department:	IT
Section:	Business Intelligence (BI)
Responsible to:	Executive Director: Digital and Transformation
Grade:	12
Location:	Hybrid / Cardiff
Main purpose of Job:	

The BI Manager plays a pivotal role at WJEC, supporting us through our successful transformation programme and enabling us to live our high performing culture.

The BI Manager (BI) will successfully establish our BI corporate function, working to capitalise on data and translate this into insights for WJEC to make informed decisions, driving performance across the organisation.

Working closely with IT, Research and the wider organisation, the Head of BI will understand and support the growth of the data landscape at WJEC, developing data collection processes and reviewing and validating data to create powerful visualisation to provide insights and recommendations to Senior Managers.

Principal Duties and Responsibilities:

The role will lead on developing and implementing a performance framework, using BI data and tools to identify and monitor performance measures.

- Develop and deliver a high-quality data strategy for WJEC to support strategic decisions, drive organisational performance and inform continuous improvement.
- Develop an approach to BI which enables the use of effective and appropriate external information and data sources to inform internal decision making.
- Work with management to develop and embed operational and strategic performance measures across the organisation.
- To provide written summary reports as requested and to communicate and participate in meetings with executive and senior management.
- To lead on the production of reports to help the business to monitor its performance against strategic objectives, which may be in the form of visualizations such as business driver diagrams, graphs, charts and dashboards, detailing the significant results they deduced.

- Leading the full lifecycle activities to include requirements analysis and design, to develop analysis and reporting capabilities. Ensure effective engagement with the organisation in a joint effort to continuously monitor performance and quality control plans to identify improvements.
- Fostering trust between the team and business users to deliver insight, build understanding and cooperation to facilitate implementation and the on-going evolution of BI tools.
- Generating and distributing BI best practice across the organisation, providing an atmosphere of cross functional collaboration.
- To lead, coach and manage the BI Analyst, ensuring they have the tools, training and understanding to produce effective dashboards, reports and metrics.
- Collaborate with the organisation to analyse metrics, access the effectiveness of key programmes and initiatives and to locate new process improvement opportunities. Being able to make recommendations to business areas based on data analysis.
- Collaborate with business development and operations on conducting competitor and new market analysis, leading on the data analysis aspects of this activity.
- Engage with operations to produce and distribute performance forecasting information across our operational delivery. Developing smarter methodologies to better forecast initiatives and future performance.
- Provide guidance to business stakeholders including senior management on what data to capture to maximise reporting and analytical output.
- To lead on engagement with the IT department to ensure the technology behind the BI tools is fit for purpose and secure.
- Map data needs to operational questions, working closely with management to prioritise business and information needs.
- Ensure the BI team adhere to the Data Governance Policy and internal and external compliance standards and regulations.

Corporate Duties

- You will lead, motivate and inspire the development of staff to enable delivery of business plans; coaching and mentoring others to nurture talent and grow capabilities
- You will be a highly visible and inspirational role model, reinforcing the organisation's core values
- You will be familiar with and adhere to all relevant company policies and procedures, ensuring team members are briefed and trained on and compliant with all procedures and policies
- You will undertake from time-to-time duties of a similar level as may be required.

Person Specification

Job Title: Business Intelligence (BI) Manager

Department: IT

Highly Desirable criteria are the optimum skills and experience the applicant will ideally have. Desirable criteria are those which would add value to the job if present, and also include potential for growth and development into the role.

Skills and Abilities

Highly desirable

- Strong analytical skills with the ability to collect, organise, analyse, and disseminate significant amounts of information with attention to detail and accuracy
- Excellent organisational skills demonstrating ability to produce work to high quality standards
- Excellent problem solving and analysis skills
- Drive for results
- Ability to learn quickly and a desire for continuous self-improvement
- Excellent interpersonal, communication and presentation skills demonstrating the ability to convey complex messages clearly
- The ability to present, analyse and interpret data
- Proactively engage and communicate with key stakeholders, demonstrating effective influencing skills

Desirable

- Ability to focus and anticipate future changes in order to plan and implement new or revised ways of working
- Experience of AWS QuickSight BI Services ideally, if not an equivalent product set
- The ability to work through the medium of Welsh.

Knowledge

Highly desirable

- Knowledge of analytic tools, data analysis principles and quantitative methodologies used to gain insights into data and present findings to varied audiences
- An understanding of the principles of project management and quality management

Desirable

- Knowledge of financial management and analysis.
- Knowledge of regulated sectors, ideally Education

Experience

Highly desirable

- Proficient user of Analytics and BI tools
- Key performance indicators and Service Level (SLA) driven environment
- Experience of leading an Analytics function, budgets and relationships.
- Experience of report writing and presenting technical information to a high standard.
- Experience of presenting commercially sensitive information to a senior level audience
- Experience of building and sustaining successful strategic partnerships and relationships.
- Experience of managing several simultaneous projects

Desirable

- Experience of a customer service focused, process and data driven environment

- Experience of a leadership and management role, with a background in data analysis/research
- Experience of budget management and business planning

Training / Qualifications

Highly desirable

- Evidence of relevant Continual Professional Development
- Degree qualification (with appropriate quantitative methods).

Desirable

- Evidence of relevant Leadership and Management Development

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd / Job Title:	Rheolwr Deallusrwydd Busnes (DB) / Business Intelligence (BI) Manager		
Cyflog / Salary:	£53,649 - £57,225 y flwyddyn / per annum	Gradd / Grade:	12
Gwyliau Blynyddol / Annual Leave:	<p>25 Diwrnod y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol/ychwanegol o wyliau yn ogystal ar hyn o bryd.</p> <p>25 Days per annum. In addition, WJEC currently allows 16 statutory / additional holidays.</p>		
Pensiwn / Pension:	<p>Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol.</p> <p>The provision of the Local Government Superannuation Act apply.</p>		
Math o Gytundeb:		Contract Type:	
<input type="checkbox"/> <input checked="" type="checkbox"/> Llawn-amser / Full Time <input type="checkbox"/> <input type="checkbox"/> Rhan-amser / Part Time <input type="checkbox"/> Llawn-amser Tymor Cyfyngedig / Full Time Limited Term <input type="checkbox"/> Rhan-amser Tymor Cyfyngedig / Part Time Limited Term		Nifer yr oriau yr wythnos No of hrs per week Diwedd y Tymor End of Term Diwedd y Tymor End of Term Nifer yr oriau yr wythnos 36.5 No of hrs per week	
Dull Ymgeisio:		Method of Application:	
<p>Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk erbyn 23:59, dydd Sul 08 Medi 2024. Disgwylir cynnal cyfweiliadau yn ystod yr wythnos yn dechrau 16 Medi 2024.</p> <p>Completed forms should be sent by email to hr@wjec.co.uk by 23:59, Sunday 08 September 2024. Interviews are expected to take place in the week commencing 16 September 2024.</p>			