



Job Description

Data & Intelligence Manager

14th August 2021

Wirral Methodist Housing Association

Job Title	Detail
Data & Intelligence Manager	Head of Governance and Excellence
Working Hours	37 hrs weekly. Remote and flexible working
Salary	£40,000 plus PRP.

Purpose

To transform the association's business reporting systems and provide timely accurate business information and intelligence, that will enable quality business decisions and support continuous improvement to meet the needs of the Association and its stakeholders.

Duties and Responsibilities

Data and intelligence collection and systems

- Develop performance and business information reports from current system including dashboards.
- Prepare business intelligence reports including monthly performance reports/ dash boards for team managers
- Work across different teams, Finance, Housing Management, and Asset to ensuring the accurate recording and collection of data on to the Associations systems to deliver the business reporting needs.
- To review and make amends to internal reporting systems and their operation for effectiveness in providing appropriate information.
- Enhance the use of the Association's main databases, making recommendations for improvement and participating in the delivery the agreed proposals
- Where appropriate, provide I.T. support to all colleagues in a timely and effective manner
- Manage the delivery of the ICT Strategy

Reporting and analysis

- Interpret; evaluate and report on data to develop integrated business analyses and projections for strategic decision-making.
- Collate record, submit and present timely performance and benchmarking information for both internal and external audiences analysing the results and summarising information and trends.
- Work with the relevant Head of Service ensure that regulatory reports are compiled and submitted in line with requirements.
- To carry out routine exercises to increase the Association's business intelligence relating to its operations and the sector generally.

- To carry out research and gather data to assist with producing reports or for projects for stakeholders including, but not limited to, Board, SMT and regulatory reports ensuring that they are provided in a timely, appropriate and consistent manner.
- To assist in developing new policies and support the update of current IT policies and maintain document quality control.
- Awareness of best practice and to keep up to date with legislative and regulatory requirements. Advising and making recommendations to SMT and implementing any changes to policies and procedures were required.
- Attend appropriate forums and user groups, bringing best practice and learning back to the Association.
- Participate in the review and production of internal business support policies, procedures and guidance, including the drafting of documentation.
- Undertake any other duties commensurate with the level of this post that may be allocated by the Senior Management Team
- The role may require attendance at a number of meetings outside of normal office hours.

General

- Complying with the General Data Protection Regulations
- Responsible for the health, safety and welfare of yourself and others at work, embedding a safety-first culture.
- Commitment to equality, diversity and inclusion
- Adhere to safeguarding policies and procedures, reporting any concerns and working with agencies to safeguard vulnerable customers and colleagues.

Produced by Head of Governance and Excellence

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Person Specification

Knowledge, skills and experience	Method of Assessment
Essential	
Proficient in SQL/Relational database Reporting Experience in Excel, SQL SSRS. Programming Experience in a computer language, VB.net, C#, Java or other language. ERP System experience SAP, Microsoft Dynamics GP	Application /Interview
IT literate– Microsoft Office, advanced Excel skills	Application /Interview
Experience of collating and using business intelligence relating to a business operations	Application /Interview
Experience of research and data gathering to assist with producing reports for stakeholders.	Application /Interview
Reviewing and assessing internal reporting systems and their operation for effectiveness in providing appropriate information.	Application /Interview
Development of ICT policies	Application /Interview

Ability to listen to end users' needs and provide innovative and proficient reporting solutions	Application /Interview
Must have excellent presentation/communications skills	Application /Interview
Proven experience of assisting in delivering excellent customer service through the mediums of the organisation's communication and ICT strategies.	Application /Interview
Proven ability to work autonomously day-to-day, resolve complex problems, make decisions and manage a varied workload to achieve challenging performance targets.	Application /Interview
Proven ability to contribute positively to team and organisation responsibilities, performance and outcomes	Application /Interview
Proven ability to deal calmly and positively with challenging situations	Application /Interview
Excellent oral and written communication	Application /Interview
Desirable	
Degree in ICT applications SQL	
Working knowledge of Microsoft Power BI	
Worked for a Housing provider	

Wirral Methodist Housing Association – Competency Framework
Committed
Technologically aware
Efficient
Customer Focussed
Dynamic – Adaptable
Team Player
Community Focussed
Planning and organising