ROLE **PROFILE**

|  |  |
| --- | --- |
| **JOB TITLE:**  **REPORTING TO:**  **TEAM:** | BI Developer  BI Delivery and Partnerships Manager |
| **JOB OVERVIEW**  Working as part of a multi-disciplined team to setup, review, develop and improve reporting requirements and business intelligence tools across ForViva group.  The post holder will have key responsibility in developing our use of Business Intelligence Software to deliver our approach to customer and business intelligence.  The role will also involve regular collation, provision, analysis and reporting of intelligence and data that supports the business, informs activity and supports the Continuous Improvement Programme (CIP) as well as leads to greater understanding of our customers | |
|  | |

|  |
| --- |
| ABOUT THE ROLE |



# We have big plans driven by our priorities and underpinned by our values and principles. We don’t focus simply on what we do – how we do it is equally important. It’s the way we work.

# Your main responsibilities will include:

# Development, implementation and maintenance of complex data systems and solutions.

# BI solutions (analysis/reporting/dashboard) based on SQL including SSIS/SSAS/Power BI/DAX.

# Develop reports that enable services to operate effectively and understand and report current levels of performance whilst at all times ensuring data is accurate.

# Research, review, and analyse the effectiveness and efficiency of existing report procedures and develop strategies for enhancing or further leveraging these processes.

# Meet with stakeholders, business units, and end users to define reporting and intelligence requirements and goals and lead on implementation of new or improved processes to respond to this.

# To lead in the continuing technical development of our business intelligence software (Power BI). To act as a key point of contact for data, reports, training and queries and build applications where requested.

# Regular and active use of Power BI including development of key applications and regular analysis of intelligence and customer satisfaction.

# Be a team player by working closely with colleagues and Business Excellence team to provide business intelligence and information.

# To provide effective partnering with teams across the Group, helping them to achieve their goals through intelligence led decision making.

# Review, develop and maintain reports that enable services to operate effectively and understand current levels of performance whilst ensuring data is accurate.

# Advise business units and end users regarding appropriate, effective, and efficient use of organisational reporting capabilities and functions.

# Develop our Intelligence position and functionality in order to helps us improve ForViva’s approach to business and customer intelligence.

# Identify ways of utilising external intelligence within our systems and intelligence tools.

# To complete research projects as and when required identifying, collating and summarising key information

# Work as part of a team to provide business intelligence

# To assist in the provision of information to inform the Service Reviews where applicable. To assist in the conduct of Service Reviews where directed.

# To undertake research, information gathering, statistical and other returns as requested.

# To assist in the development and implementation of the company's policies, strategies and plans.

|  |
| --- |
| WHAT WE ALL NEED TO DO |

* To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
* We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
* Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.
* We thrive in an inclusive environment, where everyone is valued.
* Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
* Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
* From time to time you may need to undertake other tasks commensurate with your role.

|  |
| --- |
| PERSON SPECIFICATION |

**Person Specification:**

**Assessment Key:** AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

|  |  |  |
| --- | --- | --- |
| **AREA** | **REQUIREMENT**  (All criteria are essential unless defined as desirable) | **ASSESSED BY:** |
| Qualifications and Training | * Degree in IT related discipline or equivalent | AF/QC |
| Experience, knowledge,  skills and qualities | * Intermediate knowledge and understanding of the fundamentals of SQL/SQL Server management, Visual Studio and QL relational database and extensive knowledge and competence in Access and Excel * Intermediate understanding of report writing and technical requirements analysis * Proven ability to adapt to changing technologies * Established fault diagnosis & troubleshooting Skills * Experience within a social housing IT environment (desirable) * Extensive experience of Aareon QL Housing Systems (desirable) * Have proven experience of training end users in reporting tools to enable self-service reporting (desirable) * Extensive experience of Qlikview (desirable) * Experience with reporting tools, software, and other applications including Microsoft reporting tools (desirable) * Experience of performance management and customer service within social housing environment (desirable) * Understanding and /or experience of customer insight (desirable) * Considerable exposure to the operation and analysis of the Aareon system relational database software and standards, as well as data retrieval methodology (desirable) | AF/T/I  AF/I  AF/I  AF/I  AF  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |
| Skills and abilities | * Effective written communication skills & attention to detail * Proven Analytical skills * Ability to effectively prioritise and execute tasks in a high pressure environment * Ability to work as a team and support colleagues to resolve and respond to queries | AF/I  AF/I  AF/I  AF/I |
| Personal qualities | * On occasion be available to work outside normal office hours as requested by line manager * Have access to a car and hold a driving licence | AF/I  AF |
| Other |  |  |

Prepared March 2021