Data warehouse and business intelligence manager

Role brief

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<tr>
<th>Directorate</th>
<th>Group infrastructure</th>
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<tr>
<td>Base location</td>
<td>Bristol, Harwell</td>
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<tr>
<td>Grade</td>
<td>B – Level 17</td>
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<tr>
<td>Date</td>
<td>September 2016</td>
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<td>Reports to</td>
<td>Director group infrastructure</td>
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<td>Responsible for</td>
<td>Enterprise data warehouse technical team members</td>
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1. Background

The post-holder will be a business-focused manager who will lead the enterprise data warehouse team (EDW) and will interact with both the suppliers of the EDW solution, and internal and external customers of the enterprise data warehouse.

The data warehouse and business intelligence manager will also manage a small EDW support team, which will comprise a technical lead, a report and dashboards developer, and a production data loading technician.

At the time of writing this job description, the EDW is under construction by an external company with final delivery of the completed system planned for January 2017. A smaller and temporary business as usual solution is currently in place offering limited data, reports and dashboards which will be integrated into the full EDW when it is completed.

2. Purpose and scope

Jisc is seeking a manager who has good business knowledge with a reasonably technical background who will be able to manage the relationship with the external supplier of the new EDW which has followed a collaborative development process for knowledge transfer, as well as managing the EDW in a production environment when development is completed.

The data warehouse and business intelligence manager will also actively develop the Jisc wide business intelligence strategy in conjunction with our strategic support unit – identifying operational reporting requirements in consultation with the Jisc directorates and working in conjunction with the business intelligence resources within Jisc’s strategic support unit to develop strategic internal and external focussed insight and performance reporting.

The data warehouse and business intelligence manager will also work closely with the Jisc business teams developing their own business intelligence in order to source and provide the data they require as well as the tools to view, manage and interpret the data.

This role will be located at our offices in Bristol or Harwell, and as a leader will be accountable for leading all the day to day operations of the enterprise data warehouse, its related applications and the development of effective business intelligence use within Jisc.

The data warehouse and business intelligence manager will report directly to the director group infrastructure.
3. Key accountabilities and role outputs

Responsibilities will be expected to be developed and finalised over time and will include but will not be restricted to the following.

The data warehouse and business intelligence manager’s role is key to the concept of managing data as an asset and providing a competitive edge to the enterprise. The selected candidate will be responsible for leading a team of resources with the skillsets required to support a cloud-based enterprise data warehouse and related big data initiatives.

In addition to maintenance and operational aspect of the EDW, the candidate is responsible for ensuring the warehouse team adhere to best practice in enterprise processes particularly relating to production environments and to meet all service level agreements for delivering data to external and internal stakeholders.

The candidate will have extensive contact with both IT and business areas to communicate on change requirements, issues and resolutions.

Key responsibilities include:

- Leading and managing production support of a cloud based enterprise data warehouse
- Working closely with project teams to ensure delivered changes are in line with enterprise practices of data warehousing and industry standards
- Partnering with the organisation to streamline how solutions within the EDW can be enhanced to add business value
- Partnering with the organisation to develop and deliver business intelligence operational capability that delivers value driven reporting and insight in conjunction with strategic support unit
- Remaining current on key technologies, business and industry trends as it applies to the EDW environments.
- Establishing and enhancing communication channels for issue reporting and resolution
- Presenting at steering group and similar group meetings around EDW performance, service levels and strategy development – both business intelligence and EDW
- Work closely with people services for recruiting, selecting, training, assigning, scheduling, coaching EDW team members and creating clear expectations and objectives
- Developing and maintaining system improvements by analysing process workflow and monitoring system utilisation in conjunction with the EDW technical team
- Developing, tracking, and managing the annual operating budgets and more specifically the EDW operations budget as defined by the director group infrastructure
- Identifying and driving process improvement opportunities and applicable monitoring reports for implementation by direct reports and staff
- Defining, staffing, and supporting a team operating model for technical support services for production support
- Collaborating with leadership to establish measurable individual and team objectives that are aligned with business and organisational goals
- Partnering with direct reports to establish a career development plan that is aligned to achievement of performance and career goals
- Ensuring all staff have the resources and skills needed to support all work initiatives
- Executing change through frequent, communication to staff and clients about the change and the impact of the change (individual and business)
- Anticipating and analysing trends in technology while assessing the emerging technologies impacts
General responsibilities:

- Plan, organise, direct and control, and lead assigned functional area and ensure its alignment with business objectives
- Operate within broad objectives to ensure optimum utilisation of capital, staffing and equipment
- Oversee the development of corporate standards, technology architecture, technology evaluation and transfer
- Provide clarity on objectives, scope and organisational change management.
- Ensure compliance with enterprise technology standards, governance processes, and performance metrics to ensure IT delivers value to the enterprise
- Ensure adherence to policies, procedures, and standards
- Plan, evaluate, and improve the efficiency of business processes and procedures to enhance speed, quality, efficiency, and output
- Measure service performance
- Identify opportunities for process improvements and then implement

4. Skills, knowledge and experience

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<th>Essential</th>
<th>Desirable</th>
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<td>Qualifications</td>
<td>• Bachelor degree or higher in a related field.</td>
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<td>• Several years of relevant IT and business/industry work experience required</td>
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<td>Experience</td>
<td>• Strong managerial experience in managing a team with both technical and business-focused members</td>
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<td>• Experience in supervising and building relationships with people at all levels required</td>
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<td>Knowledge</td>
<td>• Good understanding of data modelling concepts and operational aspects of EDW and business information</td>
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<td>Skills</td>
<td>• Decision-making, critical and strategic thinking skills ability to achieve or exceed planned outcomes.</td>
<td>Other related skills and/or abilities may be required to perform this job</td>
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<td>• Requirements gathering for and design of business intelligence insight and performance reporting</td>
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<td>• Must possess a combination of business, technical and leadership skills and competencies understanding of client’s business needs, processes and functions</td>
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<td>• Solid knowledge of IT infrastructure, architecture, application development and support, networks, and computer operations</td>
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<td>• Written and verbal communication skills and the ability to influence others.</td>
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<td>• Demonstrated ability to launch and deliver a single IT project on time and within budget.</td>
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<td>• Ability to work with a variety of individuals and groups in a collaborative manner</td>
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5. Key contacts

- Director group infrastructure
- Strategic support unit
- Membership and sales

Important additional information

The director group infrastructure will discuss all elements of the role brief with the appointee on appointment and after six months, recognising that some elements may need changing.

The above is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post holder may have.

Jisc is a geographically-distributed organisation and travel across the UK with occasional overnight stays will be required.