

Job Description

Job Title: Business Intelligence Developer
Reports to: Senior Business Intelligence Developer
Salary: £35,000 - £40,000 per annum
Location: Home based with UK wide travel

Purpose

A Business Intelligence Developer to deliver on a business intelligence deployment plan across Shaw Trust which will enable the organisation to track and manage information, resulting in deeper insight contributing to operational delivery performance improvement.

Main Duties and Responsibilities

1. Prepare outline 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.
 2. Conducting full lifecycle activities to include requirements analysis and design, to develop analysis and reporting capabilities, continuously monitor performance and quality control plans to identify improvements.
 3. Fostering trust between the team and business users to deliver insight, build understanding and cooperation to facilitate implementation and the ongoing evolution of BI tools
 4. Analyse metrics and prepare high level analysis to be used to guide decision making.
 5. Conduct analysis to evaluate the success and the effectiveness of key programmes and initiatives
 6. Identify, analyse, and interpret trends or patterns in complex data sets.
 7. Guard and protect the organisation's data, making sure that the data repositories produce consistent, reusable data.
 8. Produce and distribute performance forecasting information across operations.
 9. Identify opportunities to improve the effectiveness and outcome of operational delivery across all contracts through dialogue.
 10. Interpret data, analyse results using statistical techniques and provide ongoing reports.
 11. Adhere to the Data Governance Policy and internal and external compliance standards and regulations
 12. Identify issues, seek relevant data, recognise important information and have the ability to diagnose possible causes
- This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may

be asked to carry out any other delegated duty or task that is in line with their post.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

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<p style="text-align: center;">Person Specification</p> <p>Job Title: Business Intelligence Developer</p> <p style="text-align: center;">(E=Essential D=Desirable)</p>
SKILLS AND CORE COMPETENCIES
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Significant experience as a Data Analyst (E) • BSc in Mathematics, Economics, Computer Science, Information Management or Statistics (D) • Project Management Qualifications (e.g. Agile, Scrum) (D)
<p>Experience</p> <ul style="list-style-type: none"> • Proven working experience as a data analyst (E) • Knowledge of analytic tools, data analysis principles and quantitative methodologies used to gain insights into data and present findings to varied audiences (E) • Experience of a customer service focused, process and data driven environment (E) • Key performance indicators (KPI) and Service Level (SLA) driven environment (D) • Strong analytical skills with the ability to collect, organise, analyse, and disseminate significant amounts of information with attention to detail and accuracy (E) • Knowledge and experience of using a statistical approach for analysing large datasets (Excel, SPSS, SAS etc.) (E) • Experience of developing BI Dashboards using an Agile/Scrum approach (D) • Experience of Oracle and /or MA SQL Server (D) • Proficient user of Analytics and BI tools (E) • Customer service (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Excellent communication skills (E) • Engaging style that will facilitate continual dialogue with business users to uncover insight and improve the service (E) • Customer service (E) • Problem solving and analysis (E) • Drive for results (E) • Ability to learn quickly and a desire for continuous self-improvement (E) • Relationship management (D) • Planning and organising (D) • Ability to work under pressure (D) • Uses initiative (D)

Personal qualities, communicating and relating to others

- Positive, enthusiastic and flexible **(E)**
- Team work **(E)**
- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best in class service to all clients internal and external **(E)**

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults **(E)**
- This post requires a Criminal Records Bureau disclosure at Basic level **(E)**
- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity **(E)**

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**