

JOB DESCRIPTION: BUSINESS INTELLIGENCE MANAGER
REPORTS TO: DIRECTOR OF STRATEGIC FINANCE
ACCOUNTABLE TO: DIRECTOR OF STRATEGIC FINANCE
LOCATION: ST ELIZABETH HOSPICE



JOB SUMMARY

To shape, develop and deliver a Business Intelligence (BI) and Analytics function to effectively generate and present accurate, timely and meaningful business intelligence reflecting all aspects of the hospice to drive change, eliminate inefficiencies, adapt to market changes, respond to opportunities, and justify funding.

Lead and create key metrics, reports, and critical analysis to articulate data-informed recommendations to Senior Leadership and Senior Management in support of business goals and to ensure strategic alignment.

Areas of Responsibilities

Team Management

- Provide direction for the Business Intelligence team comprised of staff to perform data integration, ETL functions, report development, and data analysis.
- Coach and mentor the Systems & Management Information Coordinator providing guidance and support to enable them to reach their full potential.

Customer Service

- Work directly with Senior Leadership and Senior Management to identify business intelligence requirements of the hospice and develop systems to deliver timely reporting and analysis to support decisions and ensure strategic alignment.
- Proactively influence Senior Leadership and Senior Managers to accept and adopt ideas and analytical solutions.
- Collaborate with staff in selecting, introducing and integrating new analytics/data tools into the hospice.
- Participate in regular management, project and planning meetings to identify data and reporting needs and review the data provided to ensure it continues to meet requirements.
- Explore and visualise data to present in an intelligent and meaningful way to both technical and non-technical audiences
- Contributing best practice, ideas and lessons learned to improve report delivery and delivery methods.

Operational Business Intelligence and Analytics

- Extract and analyse data, primarily from our clinical data system (i.e. SystmOne) and prepare reports for the Senior Leadership and Senior Management teams to enable them to make effective decisions.
- Understand the available data sources (primarily SystmOne) and ensure that the source data is robust (working with the Clinical Senior Management team to setup processes for data hygiene and data validation).
- Responsible for cleansing, transforming and loading data into Power BI.

- Build and maintain appropriate analytics and power queries.
- Lead on creating visualisations and Power BI dashboards to allow different teams across the organisation to access and make use of the data.
- Ensure that data is processed in such a way as to be compliant with Data Protection (GDPR) and respect patient confidentiality.
- Undertake regular analysis of data in order to provide insight to different teams across the organisation looking for areas where data can be used to drive insight that results in improvements for our patients.
- Support the Senior Leadership Team to prepare for meetings with the Trustees and with external stakeholders (e.g. The Suffolk & North East Essex ICS).

Organisational

- To work at all times within the policies of the hospice.
- To uphold the hospice and individual team values at all times.
- To ensure effective use of resources.
- To recognise signs of stress and facilitate staff support.
- To respect at all times, the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice.
- To promote the hospice philosophy of care towards patients, relatives and visitors.

Educational Responsibilities

- Participate in the hospice education programme.
- Give feedback from attended education programmes/study days.
- Keep abreast of legislation affecting business intelligence that may be relevant to the hospice, and ensure relevant SLT members are fully aware of any changes in the law.

Personal Development

- Devise a personal development plan in line with the hospice objectives and personal needs.
- Maintain and increase personal professional skills.

Because of the nature of the Hospice and its work, the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE DIRECTOR OF STRATEGIC FINANCE IN CONJUNCTION WITH THE POSTHOLDER.



PERSON SPECIFICATION

Essential	Desirable
<p><u>Qualifications & Training</u></p> <ul style="list-style-type: none"> • A relevant degree or equivalent work experience in data analysis. 	
<p><u>Knowledge & Experience</u></p> <ul style="list-style-type: none"> • Experience of working with quantitative data, undertaking analysis and providing reports to senior stakeholders. • Extensive experience of building and publishing Power BI reports and dashboards. • Experience querying data from databases and data warehouses using SQL. • Excellent Excel skills and proficient with Microsoft Office. 	<p>Experience of extracting data from SystmOne</p> <p>Experience of programming or scripting</p> <p>Line management responsibilities</p>
<p><u>Specific Skills</u></p> <ul style="list-style-type: none"> • Sound understanding of data modelling in Power BI • Systematic and logical approach to analyse complex data 	<p>Understanding of a range Data & BI tools</p>
<p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • Effective and confident communicator with the ability to communicate complex data to stakeholders enabling them to take data informed decisions. • Ability to build relationships, work collaboratively and influence senior stakeholders. • Ability to manage sensitive information with discretion. • Able to work without supervision • Excellent time management • Excellent communication and negotiation skills • Ability to follow policies and procedures as set out by hospice policy and procedures • Team player • Able to work under pressure • Committed to self-development 	