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| **Profile Title:** | Business Improvement and Intelligence Technical Lead | bmbccolb | | | | | |
| **Reports to:** | Head of Service |
| **Employee Management:** | Up to 4 Managers  Up to 4 Employees | **Grade:** | 10 | **Profile Ref:** | 117463 | | |
| **Purpose of the Post** | | | | | | | |
| To assist in providing the right technologies and implement the data management framework across the organisation to support the requirements of the Council in delivering efficient, timely and relevant business intelligence and performance products. | | | | | | | |
| **Responsibilities** | | | | | | | |
| * Assist with the full adoption of the Data Management framework and policy across the Council. | | | | | | | |
| * Lead a high performing team including the management, coaching and development of a team and take overall management responsibility for the operational planning and delivery of the team as appropriate. | | | | | | | |
| * Manage a team of technical staff, providing direction and co-ordination of workloads, support and guidance dealing with recruitment, motivation, training, welfare and discipline issues as appropriate. | | | | | | | |
| * Lead on the development of technical solutions to assist in delivering an efficient, timely and relevant business intelligence and improvement service. | | | | | | | |
| * Provide professional advice, guidance and information relating to business intelligence and improvement technical solutions. | | | | | | | |
| * Proactively liaise, negotiate, influence and collaborate with internal and external stakeholders including managers, employees, councillors and partnership agencies as required. | | | | | | | |
| * Keep abreast of technology and legislative changes within the area of responsibility; proactively disseminate relevant information to team members and colleagues. | | | | | | | |
| * Drive forwards and develop the area of responsibility; identifying opportunities for development, growth and expansion. | | | | | | | |
| * Undertake any other duties commensurate with the role as requested by management. | | | | | | | |
| * Prepare and present detailed and complex reports relating to technological solutions, ensuring the language and content can be consumed by a wide variety of customers from senior management through to operational users. | | | | | | | |
| * Continuously review and evaluate the technical service provision to ensure it is fit for purpose, drives continuous improvement and is effectively using available resources. | | | | | | | |
| * Proactively engage with Services and act as the key point of contact for technical solutions systems. | | | | | | | |
| **Education and Training** | | | | | | **Measure** | **Rank** |
| * A relevant level 6 qualification. | | | | | | A | E |
| * Commitment and evidence of continued Professional Development. | | | | | | A | E |
| * Willingness to undertake the Councils Leadership Programme. | | | | | | A/I | E |
| * ITIL Foundation or above. | | | | | | A | D |
| * Project Management qualification. | | | | | | A | D |

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| **Relevant Experience** | **Measure** | **Rank** |
| * Considerable experience of working at a senior level within a business improvement and intelligence environment. | A/I | E |
| * Experience of providing specialist advice and guidance to managers at all levels of seniority, external agencies and other forums on a regular basis. | A/I | E |
| * Considerable experience of presenting information verbally, at meetings and by undertaking presentations, briefings and training sessions. | A/I | E |
| * Considerable experience of working in a relevant data, research, intelligence and/or improvement environment. |  |  |
| * Significant experience of scoping, developing and implementing technical solutions relating to business improvement or intelligence. | A/I | E |
| * Experience of contributing to policy/procedure formulation and adoption. | A/I | E |
| * Experience of the management of teams, setting targets and monitoring performance. | A/I | E |
| * Experience of budget management. | A/I | D |
| **General and Special Knowledge** | **Measure** | **Rank** |
| * Significant knowledge of business intelligence systems and applications, specifically those delivering public sector business intelligence services. | A/I | E |
| * Knowledge of the pressures facing local government / In-depth knowledge and understanding of national and local government policies and agendas, including emerging and changing issues. | A/I | E |
| * Significant knowledge of data governance protocols including adherence to data management frameworks, the General Data Protection Regulation and data quality standards. | A/I | E |
| * Knowledge of and ability to provide effective supervision to staff and appropriate guidance to senior managers. | A/I | E |
| **Skills and Abilities** | **Measure** | **Rank** |
| * Excellent communication, negotiation and interpersonal skills with the ability to deal with a variety of internal and external stakeholders. | A/I | E |
| * Ability to effectively manage and motivate a team to deliver excellent customer service and embrace change. | A/I | E |
| * Ability to organise and prioritise conflicting workloads and meet strict deadlines; strong time management and organisational skills. | A/I | E |
| * Ability to work at a senior level within the organisation and with partner organisations. | A/I | E |
| * Possess a positive and enthusiastic customer focussed approach with the ability to manage conflict situations and effectively resolve complex issues. | A/I | E |
| * Ability to adopt an effective approach to problem-solving, adapting to changes in circumstance or information. | A/I | E |
| * Accurate and methodical in the preparation of documentation/data/information. | A/I | E |
| **Additional Requirements** | **Measure** | **Rank** |
| * Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. | A/I | E |
| * Willing to undertake training and continuous professional development in connection with the post | I | E |
| * Work in accordance with the council's vision, priorities, values and behaviours. | I | E |
| * Able to undertake any travel in connection with the post. | A/I | E |