Business Intelligence Manager

Line Manager	Head of Business Strategy & Change
Location	1st Floor, Optima Building 58 Robertson Street Glasgow G2 8DU
Department	Projects & Business Analysis
Direct Reports	Data Analysts

Role Purpose	• The Business Intelligence Manager supports the activities of Solvd. relating to data strategy, data management and reporting. This includes new business initiatives and strategic planning. • The purpose of the job is to manage the efficient and effective delivery of high-quality Business Intelligence for internal and external stakeholders that will enable their core business functions to run effectively. This includes overseeing the production of performance dashboards for Senior Leaders and multiple Operating Companies. • As Business Intelligence Manager the role includes data analysis to inform planning & forecasting to ensure the business is correctly resourced to meet anticipated demand and achieve agreed Service Level Agreements. • The role bridges the gap between complex analytics and business, management with a core responsibility of translating technical / complex data for non-technical stakeholders.
Key Accountabilities	• Effectively manage the workloads of the performance analysts, to provide a first class, service; monitoring and investigating real time business activity and highlighting risks to service levels requiring corrective action. • Develop efficient systems / processes for extrapolating and analysing cross functional business data. • Directly, and through leading the team, acquire data from multiple source systems, creating and maintaining performance related MI and Customer Dashboards which are timely, accurate, effectively presented, and easy to interpret. • Provide detailed analysis and interpretation of Solvd. and Operating Company's data, to report performance, identify new trends and highlight risks/opportunities. • Provide training and development for managers to interpret and use performance data to effectively manage their teams. • Understand and documents customer requirements and lead on the design and build of new, or ad hoc reports.

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- Develop forecast modelling and capacity planning methodology. ~~Accountable for creating and providing short- and long-term~~ resourcing plans, detailing FTE requirements in line with forecasts.
- Design and maintain the inbound call routing configuration to maximise customer experience, drive efficiencies and ultimately reduce costs.
- Build strong relationships, and collaborate with internal and external stakeholders, understanding people requirements to help deliver optimum service results.
- Provide ad hoc project support to the wider Shared Service Centre, sharing best practice to achieve operational excellence and helping drive efficiency and quality across Solvd.
- Advocate a culture of continuous performance improvement to achieve customer service excellence and optimum operating efficiency through root cause analysis and structured problem solving.
- Increase internal process efficiencies and maximise the level of customer service provided by the team, developing Quality Assurance, and implementing necessary process improvements or training.

Key Stakeholders	- Managing Director of Solvd. - Head of Business Strategy & Change - Operating Companies Reporting teams - Wider Solvd. Heads of Business - Customer Experience Managers - Customer Service teams' members/leaders - Projects & Business Analysis Team
Personal Specification Essential	- Previous experience in Business Performance Management with a passion for continuous improvement and successful delivery of Service Levels. - Experience in delivering effective workforce management, such as demand forecasting and performance management. - Experience of analysing large diverse datasets, building reports and dashboards. - Advanced understanding and knowledge of different types of data sources and systems, data modeling and documenting ERDs, data warehousing and database administration - Advanced knowledge and understanding of programming languages Python, SQL, SOQL (Salesforce Object Query Language) and formula language DAX. - Understanding of Business Intelligence Tools.

Personal Specification Desirable	• Data Science or Data Analytics qualification
	• Previous people management experience

Key Behaviours	• To behave in a manner that displays our values: Dependable, Agile, Proactive, and Inclusive
	• Engage in continuous improvement of day-to-day work, developing a continuous improvement mindset supported by the tools and mechanisms to enable bottom-up improvement.
	• Promote the health, safety and wellbeing of yourself, customers, and colleagues.
	• Be a role model for Equality, Diversity, and Inclusiveness
	• Successful completion of security and background checks
	• Environmental awareness

Welcome to your Solvd. journey

Advert > Application > Interview > Job offer
This is you choosing your ticket to join us!

Personal development
Training, qualifications and apprenticeships.

Performance feedback
Regular 1-2-1s and performance reviews.

Onboarding
Welcome to the team!

Family events
Maternity leave / paternity leave and adoptive support.

Personal support
Employee Assistance Programme, Private Medical Insurance, Health Cash Plan.

On-the-job training
Helping you succeed at your job.

Having fun in the workplace
Take part in social activities and team challenges!

Career progression
Recognising your performance with promotions.

Doing your job
And getting paid on the 15th...

Using your benefits
Discretionary free train travel, holidays, shopping discounts and more.

Thank you
Pastures new – with a pension pot, additional skills, and good memories to help you on the next stage of your journey.

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