# BI Data Analyst

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| Service: | Central Services |
| Responsible To: | Business Systems Manager |
| Salary: |  |

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| Job Purpose |
| The Business Systems Team is responsible for the overall management and development of the business systems that the Foundation relies on to operate effectively, ranging from our organisation-wide IT services used for Finance and HR through to focused specialist services tracking safeguarding issues and care management, and the data and management reporting to steer the organisation’s decision making.  We’re transforming how the business sees and uses data. Our is vision to streamline reporting and fuel data-driven decision-making, to support key strategic change and support the Foundation in realising the value of current and future data, systems and services. To support this, we are at the early stages of delivering a Foundation Data Platform using Microsoft technologies.  The Data Analyst is key to helping support and manage the delivery of the business information the Foundation requires to grow and succeed.  The Data Analyst will combine knowledge of the Foundation’s use of business systems, and an understanding of how the Foundation’s operational services function with strong analytical ability, problem solving skills and technical understanding to improve data access, knowledge and insight.  They will be responsible for supporting the successful delivery and continuous improvement of business critical reports using Power BI, Power Automate, related technologies and proprietary reporting within operational systems.  Through effective communication, collaboration and planning, the post holder will help the Foundation deliver quality, impactful, support and services to its beneficiaries by guiding the development of a successfully managed, well used and supported Data Platform.  The success of the post holder will be based on user satisfaction with Business Systems, user confidence and adoption of reports, progress in our efforts towards improved system interfacing and business intelligence, and the contribution towards general IT service and process improvement. |
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| Main Duties  * Work with the Business Systems Manager to ensure data and reporting systems are optimised, fit for purpose and provide actionable insights, to enable smarter decision-making and automation across the Foundation. * Transformation   + Identify opportunities to reduce risk, improve effectiveness and efficiency, strengthen decision-making and support business strategy and outcomes via the use and improvement of data and business intelligence reporting   + Collaborate on the data stream within Business Systems programme planning, helping to prioritise, and assist with the development of proposals/business cases for new initiatives   + Work across the Foundation, IT and suppliers to     - Carry out analysis of current systems and data     - Help define data and reporting needs   + Help identify solution options to meet those needs through knowledge & awareness of modern data technologies & innovation and collaboration with partners and data networks   + Support well-governed, inclusive change that aligns with the Foundation’s values * Delivery   + Collaborate with third-party consultants and internal teams to deliver business intelligence solutions such as the Data Platform by     - Understanding and representing the PHF user experience     - Gathering and refining requirements from stakeholders     - Investigating and providing understanding of analysis of current processes and systems     - Sourcing data from current systems     - Analysing data and contributing to data modelling and solution design     - Designing, developing, and maintaining dashboards and reports to generate high quality visuals providing accurate insights using Power BI, Power Automate, related technologies and proprietary reporting within operational systems   + Work with team colleagues to assure the accuracy/quality of the data in systems and the Data Platform, including remedying or escalating issues   + Support and maintain current data automations, dashboards and reports including remedying or escalating issues   + Help design pragmatic project plans and project methodologies for data initiatives to meet the project goals, constraints and to succeed in the operating environment   + Play a role in the successful delivery of projects, or other large tasks, taking ownership as appropriate, organising and reporting on delivery of objectives, in line with common project management standards   + Safely and effectively guide new delivery into business-as-usual operation using best practice such as change plans, training plans, service transition plans * Work with Foundation staff to help them to make the most of current technology and existing business systems   + Ensure adoption and effective use of BI tools through tools documentation such training, support and other innovative methods   + Assist, and where appropriate mentor, coach and develop colleagues; particularly upskilling on Power BI, Power Automate and its use to drive performance.   + Stay current with business intelligence trends and recommend improvements to tools, processes, and methodologies. * To always carry out their duties and responsibilities with due regard for the Foundation’s Equal Opportunities, Financial, Health and Safety, IT and Quality Management Policies. * Complete any mandatory and role-specific training and other professional development as required. * To undertake any other reasonable duties at the discretion of the line manager |
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# Person Specification

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| Essential Criteria |
| Skills and Knowledge   * Excellent communication, stakeholder management and influencing skills. Ability to communicate complex topics to a non-technical audience. Ability to negotiate across parties for a positive outcome * Ability to solve problems and gather new skills and knowledge through effective logical investigation, research and teamwork * Ability to understand the user perspective and experience, including linking insight with action * A high level of numerical confidence * Demonstratable interest in data concepts; able and eager to learn new technologies and methodologies in data solution design, curiosity about data and latest BI tools, with a pro-active attitude to development and learning * Use of Microsoft 365 tools such as Excel, SharePoint or Power Platform to a high level to data gathering, processing, reporting and automation. * Effective self-organisation and time management   Experience   * Gathering, analysing and presenting data based on investigation and study to support and direct decision making * Experience with a data visualisation / interactive reporting tool such as Excel charts, Power BI, Tableau or other similar tools   Personal Qualities   * Ability to work effectively in a team environment, sharing knowledge and skills and developing productive working relationships * Very strong communication, both verbal and written * Analytic and collaborative approach to problem solving, including systems thinking. Ability to gather new skills and knowledge through effective investigation and research. * Methodical and organised, with an eye for detail * Commitment to continuous personal development * Values alignment with Percy Hedley Foundation |
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| Desirable Criteria |
| Skills and Knowledge   * Knowledge of relational databases and common data warehousing concepts * Foundational knowledge and experience of querying, profiling and manipulating data using SQL or similar * An understanding of Power BI, Tableau, or other visualisation tools * An understanding of Power Automate or other ETL tools * Knowledge of Education or Healthcare sector specific IT systems and services (e.g. student, care, quality management systems) * Knowledge of Business IT systems supporting activities such as HR, Finance, Estates/Facilities * Understanding of modern business systems solution architecture   Qualifications and Training   * A relevant qualification with a focus on data * Microsoft Power BI qualification * Other Microsoft Power Platform qualifications   Experience   * Supporting effective business intelligence through data gathering, processing and reporting. * Experience with Power BI * Experience with Power Automate, or other similar integration / ETL technologies * Working in a charity, care or educational environment |

# Organisational Standards

The Percy Hedley Foundation operates in a demanding and often changing environment. Members of staff must be flexible, adaptable, willing to face up to changing circumstances and new opportunities. The following list of duties and responsibilities must therefore be taken as a guide and is not to be comprehensive.

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| Professional Duties |
| * Participate in the review of the Foundations Policies, Procedures and Processes * Participate in arrangements for the performance development review process * Participate in arrangements for further training and professional development * Keep up to date with changes or developments within your professional area * Fully participate in the induction and training programme provided by the Percy Hedley Foundation * Contribute to the professional development of other staff, including the induction of new staff. |
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| Equality and Diversity |
| * Promote equality of access to education, training, and employment opportunities for disabled people, and advocate a positive attitude * Recognise that disabled people are individuals who have specific needs * Employ support strategies that will empower disabled people * Show awareness of knowledge and display non-discriminatory behaviours at all times in relation to culture, race, ethnicity, disability, gender, sexuality, and age * Recognise the importance of inclusion by using appropriate means of communication at all times * Be flexible, trying to meet the changing needs of both disabled people and environment. |
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| Discipline, Health and Safety |
| * Adhere to and promote Percy Hedley Foundation Health, Safety and Welfare policy at all times * Purchase equipment from a recognised source * Report all incidents and accidents to Health and Safety Officer * Maintain a high standard of record keeping in line with Percy Hedley Foundation policies and procedures. |
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| Safeguarding |
| * Safeguarding is everyone’s responsibility. * Percy Hedley Foundation have adopted recruitment and selection procedures, and other Human Resource Management processes, that help deter, reject, or identify people who might abuse vulnerable children/adults, or are otherwise unsuited to work with them. * The Trustees/Governing Body are committed to promoting the welfare of children and young people/adults and staff are expected to ensure that the highest priority is given to following guidance and regulations to safeguard those in our care. |
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| Confidentiality |
| * Respect confidentiality. All personal information about people using the foundations services to which you have access should be treated as confidential. Information about the people’s needs, progress and assessment should only be shared with the team to aid support * Remain objective and do not favour any gender, language or culture and comply with the Percy Hedley Foundation policy. |

# About Us

### We are an ambitious, entrepreneurial, and innovative charitable business working in a person-centred way to meet the needs of people with disabilities and their families. We provide a range of high-quality services and seek out opportunities to inspire and support people with disabilities to achieve their ambitions. We believe that working together as one Foundation we achieve more than individual services would achieve alone. Our influence will be regional, national & international.

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We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Applicants should be aware that the post will only be offered to successful candidates subject to an Enhanced DBS check as well as other employment clearances.



0191 238 1301

Hampeth Lodge

Station Road

Forest Hall

NE12 8YY

recruitment@

percyhedley.org.uk

<https://www.facebook.com/percy.hedley>