

Job Description

Job Title: Data Warehouse Manager

Reports to: Head of Operations & ICT

Department: Operations & ICT

The role: As Data Warehouse Manager you will lead the BI team in developing and maintaining database system, as well as oversee data collection systems to ensure the accuracy of both structured and unstructured data.

Key competencies for the role:

Competency title	Brief description
Communication skills	Internal and external written, telephone and face to face communication to members and internal departments.
Customer service	Both internal and external. Rapport building, listening and interpretation, fact finding, understanding needs and negotiation. Maintain positive internal relationships.
Presentation skills	Speaking and presenting to groups.
Time and self management	Organisation and prioritisation, working to deadlines, taking ownership and accountability for Operations & ICT across the Group.
Helping others	Training and development of staff through leadership, mentoring and development plans.
Innovation and Creativity	Generating Ideas, developing and implementing solutions.
Understanding of the organisation	Understanding of the Group vision. Understanding the SimplyBiz group and all the business within it. Competitor and Industry Awareness.
Problem solving	Investigating, researching and finding viable solutions.
Project management	Define project scopes, drawing up project plans in conjunction with all stakeholders based on deliverables, budgets and timelines. Management of project to key milestones and budgets.
Change management	Recognise the need for change and the impacts of change to both the individual and the team. Be able to communicate the requirements for change and maintain ongoing communications on implementation and delivery. Be able to work with staff to understand their concerns and issues and recognise and implement relevant and appropriate support.

People management competencies for the role:

Competency title	Brief description
Motivating others	Motivating the team and individuals within the team. Creating the environment required for involvement and challenge to stimulate and support individual needs.
Performance management	Setting and agreeing performance standards and expectations. Measuring performance. Dealing with poor performance quickly and effectively. Giving useful and helpful feedback. Planning, conducting and following up on appraisals. Holding regular and effective 1-2-1 meetings. Praising, rewarding and managing good and excellent performance.
Workflow management	Organisation, time management and prioritisation of team workflow. Effective delegation. Keeping accurate MI and reporting systems. Succession planning. Quality awareness and working to quality standards.
Financial	Drawing up and managing budgets.
Working together	Maintain positive and professional Interdepartmental working relationships.
High level communication	Effective communication skills with ability to adapt style to suit the audience and deliver difficult messages as/when required.
Learning and development	Training and developing others. Coaching and mentoring. Assessing training needs. Personal development and career planning with individuals in the team.
HR topics	<ul style="list-style-type: none"> - Recruitment and selection – full understanding of process, full and complete interview paperwork with evaluations. Knows how to recruit the best person for the role. - Absence management. Full understanding of process, Bradford factor, triggers, absence types and managing short and long term absences. - Managing difficult and sensitive issues quickly and effectively. Full understanding of disciplinary and grievance procedures. - Employment law. Equality, disability, harassment etc.
Legal	<p>Practical knowledge of:</p> <ul style="list-style-type: none"> - Data Protection Legislation

Key responsibilities:

- Develop and manage databases as defined by solutions architectures.
- Identify supplementary data sources.
- Devising and implementing efficient & secure procedures for data management.
- Implement techniques for quality data collection to ensure accuracy and legitimacy.
- Assist with data extraction and reporting when needed.
- Monitor existing systems and evaluate performance to identify improvement opportunities.
- Deploy BI solutions in collaboration with the infrastructure and solutions teams.
- Collaborating to identify data integration opportunities.

Person specific:

- Strong people management skills.
- Experience in data warehouse design.
- BI solution implementation experience.
- Analytical with problem-solving aptitude.
- Experience working with self-service tools (Power BI)

Technical:

- Experience with MS SQL
- Knowledge of SQL queries, SQL Server Reporting Services, SQL-as-a-Service (desirable)
- Experience in data warehouse design (desirable)
- Familiar with BI technologies (MS Power BI/SAP Business Objects)
- In-depth understanding of OLAP & ETL frameworks

Preferred Qualifications:

- BSc in Computer Science