

Isle of Man
Public Service
Careers



Senior Business Intelligence Analyst

Corporate Services (Manx Care)



Job Description

Job Title:	Senior Business Intelligence Analyst
Grade:	D505
Division:	Business Intelligence
Responsible for:	2 x D409 posts
Responsible to:	Head of Business Intelligence

Overview

An exciting opportunity working as part of the Business Intelligence team, you will be working with a wide range of stakeholders within Manx Care to help shape and develop a robust information and digital function that will help shape the future of the Isle of Man's healthcare service.

The team is committed to providing innovative solutions in terms of digital health and is supportive of change in relation to new project's, dataset development and business intelligence solutions; the focus to support staff to improve outcomes for the patients and families receiving care.

CARE

We pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development are based on our CARE ethos.

Job Purpose

As the senior Business Intelligence analyst, you will lead the technical side of the team in the ongoing development and evolving management and delivery of business intelligence, reporting and data analysis needs across all Manx Care Service areas. You will work closely with internal and external stakeholders to turn data into critical information and knowledge that can be used to make sound business decisions based on data that is accurate, congruent and reliable, whilst ensuring the information is easily available to users for direct consumption or integration with other systems.

The post holder will be committed to supporting the delivery of change in relation to systems and processes as well as collaborating on innovative ideas for forward thinking digital solutions across the Directorate. A fervent desire to improve/enhance and revolutionise access to information is critical to the successful delivery of the duties of the role.

Duties and Responsibilities:



- 📍 Responsible for the delivery of the key milestones within the 'Core Dataset Project'
- 📍 Lead and line manage the technical side of the team, supporting colleagues to deliver their objectives
- 📍 Design, develop and maintain datasets and visualisations, using SQL queries, Visual Studio and SSRS, to provide actionable insights to service leads and senior management
- 📍 Provide solutions to report information using data from disparate systems.
- 📍 Engage with stakeholders to gather operational reporting requirements to be incorporated as part of the core dataset development. Interact on a regular basis to check understanding and accuracy of reporting outputs
- 📍 Maintain the provision of timely and accurate information from current and future information systems, including maintenance and validation of information systems
- 📍 Develop and progress data quality initiatives. Advising where deficits in data capturing are found so that training needs can be identified and acted upon, ensuring accuracy and consistency
- 📍 Assist to shape and develop our Data Warehouse project. This will include input into new processes and developing reporting outputs with tools and technologies that may be new to the organisation
- 📍 Respond to time sensitive requests within specified deadlines
- 📍 Participate in the evaluation of new or developmental knowledge management systems
- 📍 Promote openness and transparency through the production of information, which is accurate, current and reliable
- 📍 Bring fresh ideas on efficiencies and time saving solutions
- 📍 Communicate and execute our agenda with integrity, resilience and passion
- 📍 Identify and escalate risks associated with the day-to-day operation of Business Intelligence functions
- 📍 Develop collaborative working relationships with service leads and departmental colleagues to provide advice and support into change projects, business processes, policies, procedures and data requirements
- 📍 Undertake reasonable duties as requested by the Head of Business Intelligence

Contacts and Communication

You will understand and can utilise the appropriate media to communicate findings. You can shape communications so they are relevant to the audience and their requirements using appropriate language and with awareness of bias and issues with commonly misunderstood terms. You present



analysis with visualisations to give clear messages. You will be required to present information and visualisations back to service leads and handover within the team.

You understand and can communicate the limitations of our data and how it can be enriched to deliver more relevant information. You proactively communicate findings and encourage utilisation of data for business decision-making. You can translate technical concepts to a non-technical audience and are comfortable communicating and presenting verbally (face to face) and electronically appropriate recommendations to a wide range of stakeholders up to and including service leads.

You will be required to liaise with third party supplier to agree and arrange data access solutions. You will also be required to attend various meetings and offer solutions as the service data expert. You proactively engage with stakeholders to explore their needs, search for complementary data sources, explore the limits of the available data and promote business decision-making based on the data.

Problem Solving and Decision Making

You will lead in creating datasets and automated reporting outputs within a given timeframe. You will be required to investigate and understand relevant service processes and systems. You will be required to arrange appropriate access to relevant systems, liaising with suppliers where necessary.

You can deconstruct complex business issues and lead on the development of performance measurement reporting, working alongside our Performance function. You will look beyond initial requirements, challenge assumptions and generate insight. You will research best practice standards and work with service leads and the Performance function to agree and apply appropriate analytical methodologies and/or perform a gap analysis. You will need to investigate, understand and highlight any barriers or issues to completion and make suggestions, facilitate solutions and escalate issues beyond the team's direct control as appropriate.

You are able to analyse the causes for a range of complex problems and utilise analytical techniques to solve them including developing new processes that have not previously been attempted. You can employ several problem-solving techniques (e.g. root cause analysis) to identify the reason for unexpected problems with routines and utilise a range of skills to solve these.

You work with the requestor of the analysis to understand the underlying question and apply your knowledge to plan the preferred approach to the analysis.

Autonomy

You will be expected to manage your assigned workload and that of more junior team members ensuring changing priorities are considered and tracked effectively. Ensuring you seek support as appropriate and escalate any problems to the Head of Business Intelligence in an suitable time frame.

You will ensure that Standard Operating Procedures and best practices are being followed, with the ability to develop new and better ways of working where appropriate, with associated process documentation and training delivered. You are able to assess your own training requirements and those of less experienced colleagues and proactively identify relevant learning opportunities. You are able to act as a role model and mentor for more junior colleagues.



We encourage an open and collaborative working environment where any questions / concerns can be raised / discussed and knowledge shared at the point of need.

Management of Resources

You will have line management responsibility for the technical element of the BI team, which currently consists of 2 BI Analysts. You will be the lead technical developer and technical contact for stakeholders across Manx Care. You will be required to attend relevant meetings and forums to represent the Manx Care Business Intelligence function.

You will be responsible for the delivery of the “Core Dataset Project”, ensuring project milestones are delivered in timeframe or barriers escalated as appropriate. You will be a key stakeholder in the Data warehouse project.

You will act as a point of contact for the BAU team in providing assistance with triaging new ad hoc reporting requests and staff training as required.

Competencies

All staff of the Department of Health and Social Care are expected to recognise that the everyday business of the Department requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Business Intelligence Manager

The Business Intelligence Manager as Line Manager is responsible as ‘Reporting Officer’ for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme.

The Reporting Officer will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the job holder,
- Review and assessment of the job holder’s performance and competency/behaviours is made, and Performance and Development Review meetings are conducted.

Performance Management and Improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.



General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements

Health & Safety

The role holder is responsible for his/her own health and safety and the impact of his/her actions on others. The role holder will be responsible for identifying any risks or near misses to a responsible manager and or the Health & Safety Review Group.

Management Authorities

The delegation of Management Authority for the roles within the Department of Health and Social Care has been granted by the Chief Officer as follows:

All 'Reporting Officers/ Line Managers/Supervisors

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Penalties up to and including First Written Warning
	Appeals up to First Written Warning
Capability Procedure	Up to Stage 2/ formal warning stage
Grievance Procedure	Up to Stage 1

All Countersigning Officers' Middle Managers

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 2/ Formal Warning Stage
Grievance Procedure	Up to Stage 2

All Senior Managers (Senior Executive Officer or equivalent)

Civil Service	Authority of the Post Holder
Disciplinary Procedure	To hear cases involving alleged gross misconduct
	Dismissal
	Suspension
	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 3 – Dismissal
Grievance Procedure	UP to Stage 3

Person Specification

Job Title:	Senior Business Intelligence Analyst
Department:	Manx Care
Division:	Business Intelligence
Grade:	D505

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility		
5 GCSEs at Grade C or above including English Language or equivalent	D	CV
Has an industry recognised data certification E.g. Microsoft Certified: Power BI Data Analyst Associate	E	CV / Pre-employment Checks
Sufficient experience working within a Business Intelligence / data environment	E	CV
Working knowledge of relevant languages, software and technologies including analytics and visualization tools	E	CV
You have a good knowledge of data security, data protection legislation and best practice, particularly its use/impact in a health and social care setting	D	CV
Capability		
Experience of deconstructing complex business issues by analysing data using a range of techniques to transform data into valid and purposeful information	E	CV/Interview
Ability to interrogate applicable data sources to produce verifiable and replicable analyses	E	CV/Interview
Ability to apply relevant software and numeracy skills with a range of analytical techniques.	E	CV/Interview
You have a good knowledge of predictive, prescriptive, and evaluative analytical techniques	D	CV/Interview
Excellent problem-solving skills in defining requirements for analytical work	E	CV/Interview
Communicate Insight verbally, visually and in writing to a variety of information consumers	E	CV/Interview



Engage in continuous skills development, exhibit professionalism, and seek out and share emerging best practice	E	CV/Interview
Character		
Passionate about data and the use of information reporting to support clinical service development and performance-based decisions	E	Interview
Flexible and adaptable with ability to prioritise work	E	Interview
Strong customer focus with ability to challenge assumptions and communicate to wide range of people at all levels, with diplomacy and discretion	E	Interview
Dedicated team player, able to support the team to ensure tasks are completed and goals are met	E	Interview
Resilient and capable of managing conflicting demands	E	Interview
Experience of leading a team	D	CV/Interview
CARE		
Committed, motivated and driven to deliver quality services and achieve results	E	Interview
Excellent interpersonal skills, respectful and professional approach with colleagues and customers	E	Interview
Innovative and proactive, with a solution orientated approach and the tenacity to solve problems	E	Interview
Circumstances and Interests		
Isle of Man Worker	D	Application/Pre-employment checks
Full and valid driving licence and access to a vehicle for work purposes	D	CV
Interest in service improvement and change that enhance outcomes for people	E	CV/Interview
Satisfactory Police check	E	Pre-employment checks

