



Job Description

Job Title:	Data Warehouse Lead
Grade:	SEO
Division:	Information and Business Intelligence
Responsible to:	Head of Information and Business Intelligence
Responsible for:	No Line Management Responsibilities

Overview

An exciting opportunity to work as part of the Business Intelligence team, where you will be working with a wide range of stakeholders within Manx Care to lead on the planning, procurement and implementation of a data warehouse that will help to shape the future of the Isle of Man's healthcare services.

The team is committed to providing innovative solutions for digital health in support of operational and clinical change. Establishing a Data Warehouse will support our staff in improving outcomes for the patients and families receiving care.

This post is a 12 month Limited Term Appointment contract.

CARE

In Manx Care we pride ourselves on our Commitment & passion, Accountability & reflection, Respect & inclusion, and Excellence & innovation. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

Working alongside a small team, the Data Warehouse Lead will provide leadership and direction to the Data Warehouse project which sits within the larger Information and Digital Project, one of the 12 projects that forms part of the Health and Care Transformation Programme.

The post holder will play a key role in delivering a Manx Care data warehouse solution that will enable the development of clinical and corporate reporting dashboards, will present data as business information, will assist managers in making strategic decisions and will help to shape the future of the Isle of Man's healthcare services.

Manx Care plan to bring together data from various disparate clinical and non-clinical systems into a central repository. This will enable accurate and reliable reporting and analyses to support the delivery of health and care services.

The post holder will take technical responsibility for all stages and/or iterations of the development project, providing method-specific technical advice and guidance to project stakeholders.

This role will be fast paced, challenging and rewarding.

Background

The way in which health and social care services are delivered in the Isle of Man is undergoing an exciting transformation as a direct result of the Independent Health and Social Care review conducted by Sir Jonathan Michael. Sir Jonathan's final report can be viewed here: [Final Report](#). Manx Care is the arm's length organisation established by the Transformation Programme, to deliver health and care services for the citizens of the Isle of Man. It aims, with the assistance of the Transformation Programme, to set the highest standards of data capture and reporting to support the safe delivery of care.

The Data Warehouse project will be delivered by Manx Care as part of the Health and Care Transformation Programme.

The Data Warehouse Project will:

- Ensure that data is appropriately collected, analysed and understood to allow the conversion from data to intelligence on which services can make decisions and drive transformation.
- Ensure that data is meaningful, accessible, timely and joined up with a common taxonomy that allows for improvements in service safety and health and care outcomes.
- Introduce systems and processes which support data quality with appropriate accountability.
- Improve data quality through the creation and enforcement of information standards that ensures a high level of quality information throughout all areas of the organisation.
- Ensure that data can be easily shared between relevant parties to ensure that better patient and service user experience is provided and improve operational efficiency.

Duties and Responsibilities

We are looking for a dynamic and motivated individual to work with our teams, someone with the skills and experience to lead the design, procurement and implementation of the Manx Care data warehouse. Responsibilities will include:

- Engineering requirements and design ITT scope.
- Project planning.
- Architecture specifications - Provide detailed technical specification which will require collaboration with and sign off from our technology partners Government Technology Services (GTS).
- Leading on data source analysis, schema design, ELT code optimisations and the identification of key business rules.
- Lead the procurement and data warehouse implementation, including roll out of visualisation software.
- Liaising with key stakeholders to establish current reporting infrastructure and future requirements.
- Act as a mentor to Manx Care's BI Team in relation to data warehousing technologies, design and ongoing management and maintenance
- Provide hands on tech/dev support to Manx Care BI Team.
- Lead on the design and build of ETL scripts and advise on appropriate data structures, designs, security and ongoing maintenance

- Facilitate end user training and testing.
- Successful delivery of the Manx Care and Transformation programme objectives.
- Advise and make recommendations to senior management throughout the data warehouse procurement and implementation phase, providing situation reports and updates regarding issues and progress at regular intervals.

Contacts and Communications

The Data Warehouse Lead will have excellent communication and mentoring skills, working with colleagues across clinical and operational teams to understand complex reporting requirements; developing and maintaining collaborative working relationships with staff across all levels to create new and innovative reporting solutions.

The post holder:

- Will understand and can utilise the appropriate media to communicate findings.
- 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.
- Will present analysis with visualisations to give clear messages and will be required to present information and visualisations back to service leads and handover within the team.

Problem Solving and Decision Making

Be adept at problem solving, getting to the heart of the issue, considering and evaluating options and where necessary, brokering or supporting more senior staff in negotiating mutually acceptable solutions.

Can identify emerging issues or those that might become problems, and discern underlying causes prior to confronting them, and taking appropriate courses of action based on general principles to address them.

Will take all decisions affecting the day-to-day management and co-ordination of work within their discrete area of responsibility, and will contribute significantly to the associated business planning and resource allocation process by identifying objectives and priorities and the resources needed to achieve priority objectives.

Will exercise judgement on a range of operational issues including: the control of expenditure; defining requirements and standards for projects or works; or the relative priority of tasks.

Will make a range of interpretative judgements including: formulating responses to particular issues or policy developments; determining appropriate courses of action in relation to specific issues or cases; considering the practical detail of proposed changes to departmental policy; or the handling of sensitive or contentious issues.

Will play a significant role in decision making putting forward proposals based on a detailed analysis of the options available. The role-holder will put forward authoritative advice and guidance to inform decision making.

The Data Warehouse Lead will be required to create a comprehensive “definition of requirements” for the data warehouse solution, which clearly sets out, through engagement with the service, the construct, required architecture, estimated costs and associated risks.

Once the requirements have been approved the Data Warehouse Lead will then lead on the data warehouse procurement phase. The Data warehouse Lead will draft the ITT scope and support vendor selection. The proportion of the development that is outsourced is flexible and subject to the capability and capacity of the Data Warehouse Lead and the Manx Care team.

The project will then move into the build phase. The Data Warehouse Lead will both lead the technical build process i.e. optimising ETL scripts as well as mentor the Business Intelligence team through the process. The Business Intelligence team will shadow the work undertaken by the Data Warehouse Lead to ensure understanding and continuity of service into the future.

Autonomy

Roles at this level will have the latitude to take decisions affecting the day-to-day management and co-ordination of work within their discrete areas of responsibility.

Will develop appropriate work programmes, determine and balance relative priorities, and task individuals and/or teams as required.

Will manage and co-ordinate work using their judgement and discretion with reference to more senior management confined to broader issues rather than points of detail.

Engage in reporting to, and progress review with senior management against the business plan and objectives at regular intervals.

Will make interpretative judgements where there may be little or no practice or precedent, or where such practice or precedent does not appear to adequately cover the issue at hand.

The post holder will be expected to manage their 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 a suitable time frame.

The post holder 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. The post holder is able to assess their own training requirements and those of less experienced colleagues and proactively identify relevant learning opportunities. They are able to act as a role model and mentor for colleagues.

Impact

The post holder will contribute significantly to the achievement of departmental objectives. In so doing, they will contribute to controlling, co-ordinating and defining timescales, standards, quality and direction of organisational work programmes.

Management of Resources

As the Data Warehouse Lead, you will be the main contact for stakeholders across Manx Care. You will be required to attend relevant meetings and forums to represent the Manx Care Data Warehouse Project.

You will be responsible for the delivery of the Data Warehouse Project, ensuring project milestones are delivered in timeframe or barriers escalated as appropriate.

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 Head of Business Intelligence.

The Head of Business Intelligence, 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.



**Manx Care
Person Specification**

Job Title:	Data Warehouse Lead	
Board:	Manx Care	
Service Area	Information and Business Intelligence	
Grade:	SEO	
Assessment	Essential or Desirable	Method of Assessment
Credibility		
Good and current knowledge of industry standard data warehouse design methodologies	E	CV/Interview
Highly developed, advanced expertise in business intelligence tools, applications and systems and the ability to share such knowledge with others.	E	CV/Interview
Solid understanding and advanced expertise regarding the concepts and principles of data analysis and modelling and the ability to produce relevant data models.	E	CV/Interview
Experience of establishing sustainable enterprise-scale data integration procedures and ensuring adherence to them.	E	CV/Interview
Engage with the wider technical professions to ensure the data models and processes conform to best practice.	E	CV/Interview
Highly developed specialist knowledge of Microsoft SQL Server and its associated BI tools (SSIS, SSRS and SSAS)	E	CV/Interview
Experience of establishing enterprise-scale data ingestion processes across the data development life cycle.	E	CV/Interview
SQL server query optimisation techniques	E	CV/Interview
SSIS package performance and optimisation	E	CV/Interview
Experience of overseeing the operational implementation of new technologies and contribution to the modernisation of business data architecture.	E	CV/Interview
Capability		
Ability to determine technical strategy and ensure alignment with enterprise goals.	E	CV/Interview
Ability to apply best practice when determining which tools and techniques to use to explore or solve a variety of business issues and to guide others to a high standard in doing so.	E	CV/Interview
Able to develop systems and processes to improve the use of business intelligence tools and techniques employed.	E	CV/Interview
Ability to seek out emerging analytical tools and techniques and find ways to apply them, converting the results of advanced analysis into insights for business decision-making.	E	CV/Interview
You pro-actively explore and Horizon Scan for new and emerging tools and technologies and can set direction for modernising data architecture and build business cases for technical investment.	E	CV/Interview

Ability to set local standards for programming tools and techniques and nominate appropriate development methods, and can advise on the application of standards and methods and ensure compliance.	E	CV/Interview
Able to work across organisational boundaries and recognise opportunities to align with or re-use the data models in different organisations.	D	CV/Interview
Ability to manage resources to ensure data services work effectively at enterprise level.	E	CV/Interview
Ability to ensure that teams are appropriately skilled to support current and proposed data pipelines.	E	CV/Interview
Proven ability to manage people and technical resources to ensure that data services work effectively at scale.	E	CV/Interview
Experience of initiating novel data flows and ensuring business processes build in Information Governance requirements and develop ethical and effective data sharing agreements for data sources	E	CV/Interview
Understanding of how metadata and their repositories support different areas of business, and can promote and communicate the value of metadata repositories and establish robust governance processes to keep repositories up to date.	E	CV/Interview
Ability to create metadata, design appropriate metadata repositories and manage changes to existing metadata repositories.	E	CV/Interview
Sound knowledge of a range of tools for storing and working with metadata.	E	CV/Interview
Ability to utilise a variety of tools to design, code, stringently test, correct and document moderate-to-complex programs and scripts from agreed specifications and subsequent iterations.	E	CV/Interview
Able to collaborate with others to review specifications where appropriate and define test conditions and procedures.	E	CV/Interview
Ability to analyse and report test results and identify any risks and issues.	E	CV/Interview
Be able to direct code reviews and promote the application of a full range of refactoring techniques to enhance the lifespan of the code library.	E	CV/Interview
Ability to liaise with other technical teams to ensure seamless service to the organisation.	E	CV/Interview
Able to identify areas for impactful innovation in data tools and techniques	E	CV/Interview
Proven ability to identify data risks, anticipate issues and create mitigations and solutions to resolve problems.	E	CV/Interview
Experience of successfully operating in a Health and/or Social Care setting	D	CV/Interview
Experience of working within project management structures and principles	D	CV/Interview

Able to assist others in resolving issues, providing clear support and guidance	E	CV/Interview
Be able to provide oversight and advice to more inexperienced members of the team.	E	CV/Interview
Experience of developing dashboards in Visualisation software i.e. Power BI	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
Character		
Passionate about data and analytics	E	CV/Interview
<p>Excellent communication and interpersonal skills.</p> <ul style="list-style-type: none"> Understand the needs of technical and business stakeholders and interpret them into technical requirements which can be implemented. Ability to manage stakeholders' expectations and facilitate discussions across high risk or complexity or under constrained timescales. Can mediate between people and mend relationships, communicating with stakeholders at all levels. Can speak for and positively represent the project team to large audiences inside and outside of Manx Care. Be flexible and capable of proactive and reactive communication. Knowledge of how to facilitate difficult discussions within the team or with diverse senior stakeholders. Possess strong mentoring skills and experience in a relevant technical field such as data warehousing or database design and build 	E	CV/Interview
Good organisational skills and the ability to work with minimal supervision and meet deadlines	E	CV/Interview
Future focussed, encouraging innovation and supporting sustainable change	D	CV/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