



Job Description

JOB TITLE	Business Intelligence and Data Management Manager
LEVEL/BAND	MS32
DEPARTMENT	Technology
DIRECT REPORT (JOB TITLE)	Business Solutions – Head of Unit / Chief Technology Officer

Overall Purpose of the Position

To be accountable for and manage the Data Management function of the bank, ensuring that the business has timely access to quality data in an efficient and effective manner and that our data stores are maintained in line with industry standards.

This includes the end-to-end management of the Bank's various data repositories including; the Bank's database environment (consisting of both Oracle and SQL databases), the Banks Enterprise Data Warehouse, Reporting Tools and any related data development activities.

Operational Responsibilities

- To ensure that all tasks assigned to the team members are carried out efficiently and effectively and that all internal policies and procedures are adhered to.
- To review, propose changes and ensure implementation of revised / new policies and procedures as a member of the IT Policies and Standards Working Group.
- To plan and oversee periodic system reviews to identify possible gaps and process inconsistencies and propose re-alignment strategies including the necessary training programmes.
- To design and implement process improvements for the team under his/her remit.

Data Architecture and Governance

- To design and ensure the establishment of the maintenance, monitoring and control the Bank's data architecture.
- To establish, promote and ensure adherence to the data management standards, guidelines, best practice and techniques set.
- To monitor all data design, data security, and data modelling activities.

- Ensure the proposed data model follows data architecture standards, guidelines, best practice and Data Warehouse standards.
- Ensure that databases are setup and maintained against industry standards of security, availability and integrity.
- Ensuring that proactive monitoring is in place and health checks are regularly applied to guarantee maximum uptime and performance.

Data Warehouse

- To design the architecture of the Data Warehouse, including recoverability, resilience and security, and keep the design up to date against industry best practices.
- To ensure that effective version control is implemented and maintained.
- To implement Capacity Planning and ensure that this is reviewed and updated on a regular basis.
- To ensure proper segregation of duties within the team when it comes to implementing changes on test and production environments.
- To ensure, at all times, a current version of the documentation related to Data Warehouse architecture, data model and data dictionary;
- To monitor the state of data quality, including integrity, accuracy and consistency, within the Data Warehouse and establish goals for data quality improvements and take corrective action where necessary, including recommending updates at source with the data stewards;
- To research and stay abreast of emerging Data Warehouse and Storage technologies and design methods and drive a roadmap to apply them

Business Intelligence and Reporting

- To design and drive the development and implementation BI solutions and promote the use of BI intelligence and BI initiatives.
- To assist our internal clients/end users in the definition of their business requirements.
- To assist/train end-users in the use of data query analysis and reporting tools
- To promote the use of BI and Reporting tools

Team Leadership

- To guide, manage, supervise, mentor and provide direction to the Data Management Team.
- To prepare, monitor and control the team's development plans.
- To define, plan and manage the allocation of resources for the planning, development and delivery of all quality assurance processes within projects.
- To ensure that all tasks and procedures are carried out efficiently and effectively to the agreed service levels and KPIs.

Performance Management

- To establish metrics for tracking and measuring the value of Data Management initiatives and infrastructure.
- To establish and monitor process improvements and efficiencies to improve on the defined KPIs.
- To carry out performance benchmarking, tuning and optimisation to achieve the Bank's desired performance results on/from the Data Warehouse.

- To measure and report the performance of the data management function against pre-established targets.

General Responsibilities

- To manage the budgets associated with tools owned/ projects being delivered by his/her team, including active involvement in the budget submission process.
- To support his/her line manager in setting the long and short-term strategy for the team and drive the delivery of that strategy against a set of time bound goals and deliverables.
- To take ownership of the day-to-day management of the team(s) under his/her remit including resource performance management.
- To ensure the team has the skills, environment and support necessary to perform their role to the best of their abilities.
- To build relationships and liaise with various stakeholders across the business to ensure cohesion and drive a collaborative work environment.
- To perform Supplier Management for the vendors under his/her purview.
- To submit any reports and/or supervise any projects and activities as may be directed from time to time.
- To actively participate in the definition of an IT Governance framework and compliance.
- To perform any duties that may be assigned to him/her from line management from time to time.

The candidate must also be willing to travel on occasion in order to attend training/conferences or manage supplier relations.

Qualifications, Skills & Competencies

	SKILL	EXPERIENCE	QUALIFICATION
MANDATORY	<p>Excellent communication skills (including written and oral) - able to relate to various members of the organisation;</p> <p>Ability to challenge the status quo and inspire others to identify opportunities and areas for improvement;</p> <p>Knowledge of the Software Development Life Cycle.</p> <p>Proven experience of working under pressure and to tight deadlines.</p> <p>Customer Driven with an ability to prioritise issues based on impact.</p> <p>Excellent understanding of data administration and management functions (collection, analysis, distribution etc.)</p>	<p>Minimum of five years experience in Data Development/ Data Warehousing / Database Administration;</p> <p>Minimum of two years' experience in team management/leadership;</p> <p>Working knowledge of ETL techniques (ideally MS SSIS and MS SSAS.)</p> <p>Experience in designing, implementing and managing Oracle and MS SQL database environments.</p> <p>Experience in designing, developing and implementing Data Warehouse environments;</p> <p>Hands on experience with SQL, PL/SQL and Transact SQL;</p> <p>Knowledge of Data Reporting and KPIs.</p> <p>Experience in budget management and resource planning.</p>	<p>Possess a first degree level of education in IT or Engineering or equivalent specialised training in technical management;</p>

DESIRABLE	Knowledgeable in Microsoft Project	Knowledge of statistical languages, e.g. R, Stata, SAS, Matlab; Experience in cost management disciplines	Banking/ Accounting Qualification ITIL v3 certification and/or PRINCE 2;
-----------	------------------------------------	--	---