Your Job Description

At Moat, you'll embrace our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

Who we are

We're a Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. We value every colleague and every team and want to support you in being the best you can be.

How we work

Our values and the way we behave form the cornerstone of our journey to achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework on our website or intranet.

Be the Change

Be flexible and adaptable to change, sharing ideas and focusing on solutions.

Our Standards

Be inclusive
Be a leader

Our Behaviours

Be adaptable
Be smart working

Better Together

Set high standards, working together and welcoming every opportunity to learn and improve.

Our Standards

Be knowledgeable
Be skilled

Our Behaviours

Be collaborative
Be smart working

Own it

Take personal responsibility for making things happen and seeing things through.

Our Standards

Show integrity
Be ethical

Our Behaviours

Be empowered
Be accountable

Lead by Example

We work hard for our customers and take pride in making a difference to their lives.

Our Standards

Be an advocate

Our Behaviours

Be supportive
Be nurturing

We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

Business Intelligence Manager

Who's in my team?	
Team	Data & Technology
Line Manager	Head of Data
My direct reports	Business Intelligence Developer, Data Engineer, Data Scientist
Updated	December 2024

What's my role?

Helping us to become a data driven organisation by leading on the development of our data analytics function and providing data-driven support for our staff and customers. Helping us build a better customer experience by improving BI across the organisation.

What am I accountable for?

- **Communication and collaboration** - Communicate effectively with stakeholders at all levels, presenting complex findings in a clear and intelligible fashion.

- **Problem Solving** - Take the lead in proactive problem-solving, using data visualisation, exploration and analysis to answer complex questions and support date driven decision-making.

- **Reporting** - Lead on the development of automated reporting covering a broad range of topics such as Customers, Staff, Assets, Health and Safety, Income and Service Charges, Voids and Lettings, Planned Maintenance, Reactive Repairs, Regulatory Returns and others.

- **Standards and Frameworks** - Support the organisation in the adoption of industry data and analytics standards and frameworks.

- **Data engineering** - Manage the development of data engineering, automating the flow of data from source systems to target audiences.

- **Data Science** - Manage the development of data science for the business, aligning projects with business objectives.

- **Collaboration and support** - Support, maintain and refine existing reports and dashboards, working closely with data owners and stewards to ensure these are fit-for-purpose and streamlined.

- **Documentation** - Ensure we have appropriate documentation for BI, data engineering and data science.

- **Resources** - Ensure resources are deployed in line with business priorities.

- **Training and community** - Guide the training and development of the team and analysts across the business and establishing a BI community.

- **Administration** - Configure Power BI Service for sharing and security, share Power BI Desktop best practices and distribute Power BI Licences as appropriate.

- **Risk -** All colleagues are responsible for identifying, assessing, and mitigating operational risks within their business areas. Risks that are considered to be increasing or emerging should be raised with the person responsible for the business area.

- To carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.

- Keeping accurate records and manage all data in accordance with our Data Governance Framework, relevant legislation, and best practice. You must also understand and fulfil your responsibilities as set out in this framework.

- Carrying out my work in line with our:
  - Professional standards, reflecting our values and behaviour framework
  - Policies, procedures, and code of conduct
  - Commitment to equality, diversity, and inclusion
  - Health and safety responsibilities
  - Confidential reporting (whistleblowing) polices

What do I need?

Entry Requirements:

- Expertise in Strategic, Operational and Tactical reporting
- Expertise using the Microsoft Business Intelligence stack including SQL Server, Excel and Power BI Desktop
- Proficient in T-SQL, Power Query and Data Analysis Expressions (DAX)
- Knowledge of ELT tools
- Knowledge of Data Warehousing
- Knowledge of Azure Data Engineering
- Knowledge of Data science management
- Appreciation of star schemas vs wide tables
- Understanding of embedded analytics
- Understanding of automation

- Understanding of continuous improvement

Proficient Requirements:
- Housing industry experience
- Data analysis qualification
- Experience of developing and delivering BI in a complex organisation
- Track record of effective and timely delivery of BI projects and solutions
- Experience of good stakeholder management at different levels
- Expertise of delivering insight from data and making evidence-based recommendations and solutions
- Good understanding of data engineering and data science and how these disciplines support the delivery of business intelligence
- Evidence of continuous professional improvement
- BI leadership experience
- Appreciation of Agile development and Scrum framework