

It starts with community

The National Lottery Fund
Role Profile

Head of Business Intelligence (BI)

Directorate:	Funding, Strategy, Communication & Insight
Department:	Evidence & Impact
Role/Competency level:	Level 4
Reports to:	Deputy Director of Impact



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Role purpose

In FSCI we support and serve the whole of the Community Fund, so that together we make communities more resilient, equitable and environmentally sustainable. We do this by developing funding strategy, making strategic UK-wide grants and developing our equity-based approach. We provide professional leadership in communications, impact, service design and policy so that our services meet the strategic needs of the organisation and puts communities at the centre of all that we do.

This leadership role is part of our Evidence and Impact team. We aim to provide an integrated insight, evidence and impact service operating across the Fund that supports communities, stakeholders and colleagues.

As the Community Fund's Head of Business Intelligence you will have a crucial role to play in leading the Evidence and Impact function to deliver our purpose. You'll set direction for our teams, ensure we have high quality services for all of our users and build a high performing and supportive culture.

You will design, build and develop a reporting and analytics service for our whole organisation and external stakeholders. You'll set the future direction for the Community Fund's data practice and establish a simple and easy to use reporting suite in PowerBI that reaches every funding team. In the process you'll play a leading role in the Evidence and Impact team goals of enabling our equity-based approach and enabling evidence-based funding.

You'll take a strategic view of our data practice across the organisation, including by leading improvements in the reporting process from start to finish. This includes driving changes to the data we collect and consume, improving data quality, ensuring we have the right data architecture and building inspiring visualisations that help us tell the story of the difference we make.

To achieve this you will lead a team of specialist data professionals, ensuring we have the skills and ways of working to deliver against our ambition. As the professional lead for data you'll set organisational standards and support our embedded analytical teams so that they have trusted data and the right tools and technologies to succeed.

The primary stakeholders for this role include our embedded analytical teams and funding staff and our strategic analysis, Service Design and Technology teams.



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Key responsibilities

- Accountable for the BI and analytics strategy for the Fund, allowing us to continuously build our organisational data maturity.
- Accountable for leading on our goal to use data and evidence to ‘enable our equity-based approach’ as outlined in our team purpose statement.
- Leadership of the BI team to design, build and maintain scalable dashboards which enable self-service reporting and analysis through strong user engagement.
- Ownership of the BI governance policy and principles for our organisation, driving their adoption to build confidence in our analysis and ensure we have an efficient reporting data architecture.
- Ensure that automated reporting is widely available to support all facets of the Community Fund’s operations, including our corporate performance, local area planning and external influencing and communications.
- Implement best practice processes for the testing, deployment, release and cutover of BI improvements or changes and data warehousing changes that effect the BI suite.
- Responsible for maintaining a technical roadmap of Business Intelligence delivery that clearly communicates the priorities of the team and maximises benefit for users.
- As a leader within the Evidence and Impact function, support the development of common ways of working that enable high quality analysis and comply with government functional standards.
- Manage and support the multi-disciplinary BI & Reporting Team to deliver a consistent, professional, responsive, and cost-effective service.
- Professional lead for data, supporting and developing embedded analysts in portfolios who provide reporting and analysis.



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Knowledge, skills and experience

As a leader, you may have been promoted through our internal career paths having demonstrated your skills and leadership abilities or alternatively you may come from an external field. Either way, you'll need to demonstrate your experience and qualifications in these areas

- Educated to undergraduate level, or equivalent level of experience in a relevant discipline.
- Familiarity with functional standards for analysis or competency frameworks to build digital skills and in how they apply to the work of data teams.
- Passionate about data with demonstrable experience in delivering transformation in an organisation's data maturity to drive business changes.
- Demonstrable experience of presenting data in easily accessible formats that can be used by non-data specialists to tell stories and inform policy.
- Experience of technical leadership and management including in:
 - Data Warehousing that meets the needs of analysts.
 - Data Modelling to support applications and self-service analytics.
 - Dashboard, Reporting, and Visualisation development.
- Expert in more than one of the following with appropriate professional qualification or CPD: data modelling, end to end data architecture, BI and visualisation, enterprise reporting services, ETLs and data pipelines, data management and governance.
- Excellent people management experience with the ability to identify the skills the team needs now and in the future and to support our staff to continuously develop.
- Experience in leading the provision of a managed services for reporting by building and strengthening user engagement with PowerBI across organisations.
- Experience with using the Office 365 applications to deliver enterprise BI and reporting.



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Role competencies: Level 4

- **Strategic direction**
Leads the implementation of strategy, creating high engagement and performance.
- **Leading our culture**
Generates a supportive work environment that is actively sensitive to colleague well-being.
- **Working together**
Enables teams to implement strategy and support a collaborative and inclusive working environment.
- **Delivering quality results**
Leads teams to achieve Key Performance Indicators (KPI) and ensure delivery of Corporate and Directorate Plans.
- **Diligence and control**
Performs duties in line with set expectations and policy and/or regulatory considerations.
- **Developing self and other**
Recognises and harnesses creativity and innovation to improve services and supports development of self and others.

Our Values



We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.



We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.



We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.



We are adaptable

We welcome and embrace new ideas and ways of working.



We are compassionate

We work with care consideration and humility.