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| Job Title | Business Insights Manager  |
| Reports To | Head of Data & Business Insights |
| Scope | UK |
| Department | IT |
| Job Family | Business Intelligence |
| Grade | B3 / Aon 7 / WTW AEM000 M3 |
| Behavioural Competency Level |  |

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| Our Mission  |
| To give patients control of their health through knowledge, choice, convenience, and connection. |
| Your Job Family Purpose |
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| Your Role Purpose  |
| As Business Insights Manager, you will lead the Business Intelligence function to deliver actionable insights that drive business value and enhance patient outcomes. You will be responsible for transforming data into strategic insights that enable data-driven decision making across the organisation. Working closely with the Director of Data and Analytics and peer managers, you will implement advanced analytics and reporting capabilities that support our mission to improve patient care and operational efficiency.  |
| Our Values  |
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| Your Key Deliverables  |
| **Team Leadership*** Lead and manage a high-performing Business Intelligence team of Power BI developers, BI engineers and data analysts to deliver enterprise-wide reporting solutions.
* Conduct regular performance reviews and 1:1s, and create personal development plans to support individual career progression.
* Manage day-to-day operations of developers and analysts, using agile sprint methodology to ensure timely delivery.
* Prioritise business insight requests to balance tactical and strategic needs.
* Foster a culture of continuous learning, innovation and collaboration within the team.
* Continuously build team capability in modern BI tools and best practices.

**Technical Leadership** * Translate data into actionable insights that drive business value and enhance patient outcomes.
* Define and lead a clear BI strategy covering operational reporting, self-service, advanced analytics and data products.
* Own technical responsibility for BI platform, analytical tools and reporting assets, including workspace management, optimisation of semantic models and dashboard performance.
* Work closely with platform management and engineering teams to ensure that reporting downtime is minimised and that data infrastructure, database architecture and other data artefacts are optimised to support BI needs.
* Work closely with data governance team to ensure that regulatory and best practice frameworks are in place, including access controls and quality assurance.
* Partner with Data Science team to support AI/ML initiatives with quality data and insights.
* Build and maintain a consistent model of definitions, KPIs and visual standards across the organisation.
* Lead the decommissioning of legacy tools and drive adoption of new technologies.
* Establish DevOps practices and CI/CD pipelines for streamlined, version-controlled BI delivery.

**Stakeholder Engagement*** Build strong relationships with stakeholders across clinical, administrative, finance and technology teams
* Partner with business units to understand their analytics needs and priorities
* Act as a trusted advisor for data-driven decision making
* Ensure BI solutions align with business requirements and deliver value
* Provide regular updates to leadership and stakeholders on project deliverables and operational metrics
* Lead stakeholder presentations and communicate insights effectively at all levels.
* Communicate complex data concepts to non-technical stakeholders.

Promote the adoption of new analytics capabilities and cloud-based BI tools across the business**Governance & Quality*** Contribute to the Data Governance Working Group and Committee
* Ensure all BI development is documented and managed through source control
* Manage releases through the Change Advisory Board process
* Define and implement data quality metrics and KPIs for analytics
* Maintain relevant elements of business glossary with critical data elements and context
* Implement role-based access framework for all BI and analytics outputs.

Ensure compliance with GDPR, CQC, ICO and NHS guidelines. |
| Our Regulatory Responsibilities |
| * Adhere to (CQC/ GDP/NMC/GPHC/ICO) standards relevant to role
* Chair / Attend all relevant committees aligned to remit of the role
* Be aware of all responsibilities relating to Infection Prevention and Control
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| Your Skills and Knowledge  |
| **Essential Technical Skills*** Power BI Data Analyst PL300 certification or equivalent
* Advanced expertise in Power BI, including semantic models and DAX
* Strong SQL Server skills (2008+) including SSRS, SSIS, SSAS
* Experience with cloud platforms (Azure and Databricks preferred)
* DevOps and source control management
* Data visualisation best practices
* Understanding of data architecture and integration patterns

**Essential Experience*** 5+ years in Business Intelligence/Analytics roles
* 1+ years leading teams in an analytics environment
* Experience with agile project management methodologies
* Track record of delivering complex BI projects
* Experience in healthcare or regulated industries (preferred)
* Proven stakeholder management at all organizational levels

**Essential Leadership Skills*** Strong people management and team development capabilities
* Strategic thinking with ability to translate business needs into technical solutions
* Excellent communication and presentation skills
* Change management experience
* Problem-solving and analytical mindset
* Ability to manage multiple priorities in a fast-paced environment

**Desirable Skills*** Understanding of data science and machine learning concepts (to collaborate effectively)
* Experience with data governance frameworks
* Knowledge of regulatory requirements (CQC, GDPR, NHS guidelines)
* Familiarity with modern data platforms (Lakehouse architecture)
* Experience working with Data Science teams on integrated solutions
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| Your Accountability |
| Size of the unit | * Contributing Group EBITDA performance
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| Direct Report units | * TBC
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| Indirect Report units | * Multiple (offshore)
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