



Role Title MI & Reporting Manager

Role Summary

The MI & Reporting Manager is primarily responsible for improving, controlling and delivering the reporting and analysis requirements of the business, managing related specific projects, and managing the efforts of the internal reporting team in their delivery. Specifically, the MI & Reporting Manager must project manage all MI/Reporting projects/requests under their control to ensure their timely delivery. The MI & Reporting Manager plays a lead role in delivering the MI strategy and manages the integrity of the company's data to ensure maximum accuracy and relevance and to minimise the risk of misleading information. The MI & Reporting Manager acts as a technical guide to senior managers & other business leaders to aid the decision making process.

Key Accountabilities	Performance Measures
Line Management: manage & coach the MI reporting team taking responsibility for their work prioritisation, motivation, performance & productivity.	Team KPIs Staff Turnover / Absence rates
Customer Service: work with senior managers, business partners & other unit leaders to address system shortfalls & concerns ensuring that work is carried out in a logical & time/cost efficient manner.	Timely delivery of Reporting solutions. Accuracy. Appropriate reporting solutions delivered Cost control
MI/Reporting Integrity & Security: manage the integrity of Company MI Reporting, ensuring that problems are speedily resolved & suitable control mechanisms are implemented to prevent reoccurrence.	Data error / unavailability / corruption Appropriateness of remedial action taken
Data Warehouse Maintenance: run regular checks of the database and reporting libraries to ensure reports are running efficiently & that data is stored and presented appropriately	Report flow and availability. System downtime Data loss / unavailability / corruption
Reports Development: complete or oversee individual/departmental/ company reporting requirements. Manage the amendment & development of company reporting, instructing junior developer staff as needed.	Timeliness, accuracy & efficiency of reported data Appropriateness of changes made/suggested Advise and recommend
Work Flow Management: plan, prioritise & supervise work (& own) to meet company service standards.	Timeliness of project/task completion
IT Support: provide on-going support to others throughout the business, including the provision of complex technical guidance to managers. Take part in or lead ad-hoc projects.	



Learning & Development: identify the L&D needs of the team. Work with groups or individuals to fill these needs as required.	Team training needs analysis Team members' L&D Plans
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Career Plan (optional)	MI & Reporting Managers can progress towards more senior management roles.
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Minimum Education & Experience	
Essential	Desirable
Degree educated in a relevant IT discipline & circa 4 year's or more proven experience of: <ul style="list-style-type: none"> SQL development, using Stored Procedures & of supporting the administration & development of MS SQL Server DB environments; Experience of project management 	Part or fully Microsoft Certified. Line management experience Experience of the Insurance industry Data warehouse management

Salary Band	I4
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Job Family	IT
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Competency Framework	TBC
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ARAG Essentials					
Active Participation	Level 2	Passion	Level 2		
Ambition	Level 3	Professionalism	Level 2		
Initiative & Innovation	Level 3	Rational & Decisive	Level 2		
Integrity & Respect	Level 2	Results-Oriented	Level 2		
Organised	Level 3				
OPENNESS	PIONEERING SPIRIT	FARSIGHT-EDNESS	DISCIPLINE	DRIVE	FAIRNESS