



## CHIEF OPERATING OFFICE - IT

<b>Job Title:</b>	<b>Business Intelligence Developer</b>
<b>Reporting to:</b>	<b>Head of Data and Analytics</b>
<b>Dogs Trust Grade:</b>	<b>D</b>
<b>Location:</b>	<b>London office</b>

### Job Purpose

The Business Intelligence (BI) Developer is focused on bringing data to life across Dogs Trust, by understanding the various places data is stored across the charity and analysing ways to improve it. The key aspect of this role is working with stakeholders across the charity to deliver BI products in a format which is in keeping with Dogs Trust standards but works best for the department. This could mean working to build custom queries/dashboards/excel worksheets etc.

The focus for this role is transforming data into actionable information to enable the business to achieve their KPIs (Key Performance Indicators).

### Overview of the Department/Team

The Data and Analytics team are an integral part of the IT department working to link the business with their data in a useable format using a variety of Data and BI tools (Excel, SQL, Tableau, Power BI Visualisation tools, Python, R, Snowflake data lake etc). The team enables the charity in all things data. This could be helping and advising in designing data collection, helping analyse data, data quality related work and producing and maintaining BI tools.

The IT department is responsible for the ongoing management and development of critical business systems that contribute to the overall success of Dogs Trust activities. The department focuses on delivering innovative solutions to support transformation initiatives and operational services across the charity.

### Key areas of accountability

Work with other teams to assist with data collection and analysis. This should be carried out in line with all relevant legislation to data which may be being handled e.g. GDPR, PECR.

Work with the technical (IT) team and organisation to investigate data accuracy and validity in various data-related projects. Interrogate the data using problem solving and logical skills to understand any variances using standard tools such as Excel, SQL, Python, R but other tools will likely also be involved. Progress in work and outcomes must be shared with technical and non-technical colleagues effectively.

Recommend and produce reports and analytical tools using a range of technical tools and approaches. This knowledge should be used to evaluate alternative solutions for example against cost, user suitability and limitations of the suggested approach. Maintain and refine existing tools to ensure they are still fit for purpose.

Maintain and, where necessary, create documentation related to the data held across Dogs Trust. This will likely take the format of data flows/data lineage diagrams, high level process

flows or data dictionaries. Adapt documents to the relevant situation and audience, e.g. 'how to' guides for users.
Partner with stakeholders across Dogs Trust, including technical teams, and document their requirements, translating them from both organisational to more technical audiences and vice-versa where necessary.
Provide training and support to relevant departments upon handing over any tools. The training will be designed and implemented by the postholder in conjunction with the HR L&D Team.
Be thoroughly familiar with Standard Operational Procedures (SOPs) and the policies (data policies, IT team standards, etc) of Dogs Trust.
Any other reasonable duties.

<b>Person Specification</b>
<i>Essential skills, experience, and attributes</i>
Be passionate about Business Intelligence and Data and how this can add value to Dogs Trust.
Degree or equivalent qualification or significant work experience in a related discipline (Analytics, Information Management, Computer Science, etc).
Have demonstrable expertise in data handling and analysis.
Have demonstrable expertise in producing BI/analytics tools.
Have experience of working with databases and reporting tools.
Have expertise in SQL (in any variant).
Experience of designing data structures to support reporting needs.
Have an understanding of data modelling frameworks (e.g. Kimball dimensional modelling).
Be fully conversant with all relevant Data Protection legislation and committed to its implementation e.g. GDPR, PECR.
Have a good working knowledge of Microsoft Office.
Understand the data warehouse lifecycle.
Be able to explain complex information to lay audiences.
Be empathetic and personable, able to discuss system requirements and potential implementation problems with a range of different staff members with full consideration of their concerns and reservations.
Have good interpersonal skills and the ability to work effectively in a team.
Be passionate about animal welfare and the aims of Dogs Trust.
Be able to work independently, be organised and able to develop and prioritise own workload.
Be willing to travel to rehoming centres or other sites.
<i>Desirable skills, experience, and attributes</i>
Demonstrable experience in managing and reporting from large data sets.
Experience in Python and/or R.

<b>Additional information</b>
Responsible for the health and safety of staff and work areas within the role's remit.
Responsible for the appropriate processing and storage of data within their remit and for the confidentiality of information stored.

