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| **JOB DETAILS** | |
| **Job Title:** | **BI and Data Support** |
| **Function: Department** | **Marketing** |
| **Location:** | **Milton Keynes** |
| **Reporting to: Reporting To** | **Continual Service Improvement Lead** |
| **Effective Date: irectReports** | **06/04/2025** |
| **Financial Scope/Operating Budget/Revenue (P&L) (If Applicable)** |  |
| **Old DPG Grade/New DPG Band:** | **G** |

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| JOB PURPOSE & RESPONSIBILITIES |
| **Job Purpose:** Working within the Continual Service Improvement Team, the primary focus of this role is to support and monitor existing systems/process, ensuring the day to day running of the Data Warehouse is as smooth as possible. This includes addressing any errors or problems that arise, managing stakeholder relations/expectations where applicable. The role will also work on incoming data requests from around the business on a daily basis, working with the Business Intelligence team to fulfil them where needed. |
| **Key Responsibilities/Job Tasks:**  Please list the most important responsibilities (with a breakdown of Frequency against each e.g., sometimes, often, considerable etc).  • Daily management of the Data Support team queue in our Halo ticketing system, answer queries and escalate to Data Engineers when required.  • Resolving data processing failures when they arise, managing impacted stakeholder relations effectively.  • Sometimes will need to complete established manual data processes/functions.  • Co-ordinate GDPR compliance processes with the Data Protection team daily.  • Often analysis of existing data solutions to understand how data sets/metrics have been calculated.  • When BAU issues/tickets allow, the design, development, implementation of SQL data warehouse solutions.  • Test and code review work developed by colleagues as part of a collaborative team  • Complete technical documentation of developed solutions |

The following sections consist mainly of a series of questions related to specific skills/job requirements. You should focus on the role rather than the individual when considering the most appropriate answer and should base the response on what you consider to be the normal features of the job which are typical of the job and its usual working conditions over the year.

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| **SKILLS & JOB REQUIREMENTS (Please complete where applicable)** |
| **Strategic Responsibility**  When both redesigning existing solutions and resolving BAU issues, evaluating how their output is best used for overall benefit. Considering the needs of the stakeholders and users of said solutions. |
| **Business Knowledge**  This role will need to understand how the business functions to be able to understand how data travels around the organisation(s) and how that impacts this role. Daily co-ordination outside of the Data team is primarily with the Data Protection and BI teams and beyond that any data stakeholders that arise. |
| **Problem solving**  This role will need to have good problem-solving skills and be able to independently resolve issues they face. The role will be solving problems from simple end user queries around data definitions to larger issues with data transformation that can have major impact to business Operations if not resolved. |
| **Decision making**  This role will be pivotal to how day to day BAU Data Warehouse issues are resolved, making decisions on what issue to prioritise first based on stakeholder and wider business impact, within agreed companies’ policies/ways of working. |
| **Communication**  This role needs excellent communication skills, as they will often be working with stakeholders from all backgrounds; from external stakeholders like third party data providers and store managers – to internal stakeholders. They will need to be able to understand the technology and processes that our team uses and explain issues and solutions clearly at all levels because of this. |
| **Innovation**  This role will drive innovation by identifying repeat issues or issues with significant stakeholder impact, raising them with management for prioritisation in development. |

Please summarise the levels of minimum education, knowledge, skills and experience this position requires (e.g., if you would be recruiting to fill this position, what aspects of background or knowledge would you expect a successful job applicant to have?)

Note: This may differ from the current job holder’s own skills and experience

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| PERSON SPECIFICATION | |
| 1. Professional Qualification(s) | GCSE English or equivalent  GCSE Math or equivalent  T-SQL qualifications desirable but not necessary  *Desirable: Computer Science Graduate* |
| 1. Knowledge | Basic understanding of data warehouse design, development and debugging  Basic understanding of database design (including indexes and primary keys)  Moderate understanding of T-SQL (read/write/revise)  *Desirable: Ability to read/write Python* |
| 1. Skills/Ability | Analytical skills; able to identify trends and root cause of issues  Great general IT skills  Good interpersonal and communication skills  Ability to work independently and as part of a team  Independent workload management and prioritisation  Thorough attention to detail as will be dealing with sensitive information |