



ROLE PROFILE

**DATA, INSIGHT AND
REPORTING LEAD**

LANDMARC

ROLE PROFILE:

Data Insight and Reporting Lead

LOCATION: Contract Support Office

REPORTING TO: Head of Information and Technology

RESPONSIBLE FOR: team of c. 6-8 including, Data Performance Manager, Data & Reporting Analysts, Data Engineers & Data Architecture

Summary of Role:

Landmarc are the leading Industry Partner for the Defence Infrastructure Organisation (DIO) to manage and maintain the Defence Training Estate (DTE), and a new 10-year contract (TESC) with DIO commenced in April 2024. The Information and Technology Department deliver, support and maintain all the user facing IT Services for our people to do their jobs in support of contract delivery.

The Data Insight and Reporting Team is responsible for the provision of insights and reports to the business and our client(s), and the strategy, architecture, engineering, support and maintenance of our data insight and reporting solutions(s) in line with client requirement, business objectives and the Information and Technology strategy.

The Data Insight and Reporting Lead is a senior role, recognising the importance of data and meaningful operational and commercial business insights to enable better effectiveness and productivity of the Landmarc team. They are a key member of the Information and Technology leadership team (ITLT). As the leader of a small but impactful team, you will need previous experience of establishing and operating an effective data/information and insight team and the processes, tools and solutions it requires. You also need experience of identifying and reporting on key metrics for business compliance and performance.

You will work with senior business and technology stakeholders to design, build and operate an appropriate data insight and reporting architecture and solution, and will lead our efforts to provide business insights and reports that meet TESC contract and Landmarc user needs.

You will also be instrumental in shaping the DIO Customer's expectations for Data and reporting requirements, both current and future.

Duties of Role:

The following list is not exhaustive and other relevant duties may be required from time to time.

Primary Duties:

- Lead and manage the Data, Insight and Reporting team (including Insight and Reporting specialists, Data Analysts & Engineers, and the Data Performance Manager) and ensure they follow industry- recognised good practices. Develop and mentor your team.
- Develop the Landmarc data, insight and reporting strategy and plan. Ensure the data model, data architecture, and roadmap to developing a solution for insights and reporting are defined in line with client and business expectations.
- Ensure that the solution(s) that underpin Landmarc's insight and reporting capability is designed, developed, maintained and supported.
- Ensure that TESC contract compliance requirements are met with regards to Data and Reporting.
- Support the Data Performance Manager in working with customer and business stakeholders, agreeing data insight and reporting requirements, and ensure an appropriate solution to the requirements is available.
- Apply your previous experience of data insight and reporting to guide and mentor your team.
- Agree relevant KPIs with the business that drive an improvement in data quality (completeness and accuracy) and ensure achievement of KPIs is reported.
- Lead the Data Engineers and Data Analysts in defining processes, requirements and solutions to enable the provision of data and insight through reports and self-service to business users and the client.
- Ensure the Landmarc Data Architecture is defined and fit for purpose, in terms of quality, completeness, security, accessibility, and ability to support business workflow and be transferred to the client as appropriate.
- Take an active role in the ITLT, ensuring the data insight and reporting strategy is aligned with the wider IT strategy and roadmap that also covers applications and infrastructure.
- Set team performance objectives in line with Data Insight and Reporting goals and conduct performance reviews with team members.

Secondary duties:

- Support achievement of ISO 55001 Accreditation for Asset Management.
- Identify commercial opportunities for the exploitation of data and insight.
- Understand, access and exploit best practices in Data Science from industry and academia
- Work with I&T Department colleagues (e.g. Architects) to ensure data is represented in the cross-domain Landmarc business and technology architecture.
- Engage and manage relationships with data insight and reporting technology vendors to ensure the optimal outcome for Landmarc.

Ideal Person:

The ideal person will have all of the essential 'what you know' and many of the desirables, exhibit the behaviours and values we seek, and must meet the prerequisites summarised below.

What you know (essential skills, experience and qualifications):

- Previous experience of leading a similar data insight / business intelligence & analysis / reporting function (e.g. customer insight team lead, business intelligence lead).
- You have previously delivered and/or operated relevant solutions, especially data warehouse and/or business insight platforms.
- Experienced with Microsoft Power BI. Experience of data warehouse solutions (e.g. Microsoft Azure Synapse Analytics, Snowflake) and other business insight solutions (e.g. Tableau, Cognos, Qlik) highly desirable.
- Data Governance and Data Quality best practices, and familiarity with relevant regulations that cover data (e.g. GDPR).
- Experience of effectively managing and motivating a small team of 6-8 people.
- Effective knowledge and experience of Microsoft Office.

Desirable skills, experience and qualifications:

- Experience of working with MoD contracts.
- Experience of understanding a modern business where asset management and work management are key processes.

What you can do (expected behaviours/traits):

- Interact constructively and effectively with business stakeholders and IT users across the business.
- Be the voice of reason to balance speed & agility with quality & reliability.
- Well-rounded, you can apply business acumen and commercial understanding in addition to technology understanding.

- Develop your team, imparting your wisdom and providing support to them to improve their skills and capabilities.
- Ability to provide constructive feedback to staff to help them develop and improve.
- Demonstrate a proactive, flexible and positive approach to your work.
- Able to work independently and collaborate as part of a team, effectively settling conflict as required.
- Never satisfied with the status quo – always looking for improvements.
- Effective written and oral communication skills.
- Health and safety conscious.
- Results-oriented, you can prioritise effectively and work to tight deadlines.
- Establish and develop effective working relationships.

Prerequisites for employment

- Eligibility to undertake BPSS & SC clearance (current SC clearance is desirable).
- UK Drivers license (desirable, to travel between Landmarc locations).

Our Values

- Take time to take care of yourself, look out for yourself and others, and stop and step-in if you need to.
- Always do the right thing, not just the easy thing; integrity in all that we do at work and at home.
- Put the customer's needs first, in everything we say, consider or do.
- Promise only what can be delivered; once promised it's a Landmarc commitment.
- Take pride in what you do, you've a lot to be proud of.

Our Behaviours

- Live Our Values, know what they are and what they mean to you and how they influence what you do, we should believe in them and demonstrate them always.
- Build Relationships, we are a people-business and relationships are the foundation of accomplishment. Take every opportunity to build and strengthen relationships with colleagues, customers and suppliers. Together we are stronger.
- Give Feedback and Recognition, creating an environment in which we openly and thoughtfully give and receive feedback and recognition builds trusting teams. Feedback and recognition also foster a culture of growth.
- Embrace Flexibility, in all that we do and how we do it. Change can come with or without warning and in either case, we must improvise, adapt and overcome to remain relevant to Our Mission.