



# **ROLE PROFILE**

**Data & Performance Manager**

**LANDMARC**

## ROLE PROFILE:

Data and Performance Manager

**LOCATION:** CSO, Wiltshire

**REPORTING TO:** Data and Insights Lead

### Summary of Role:

Landmarc are undergoing a Digital Transformation and Data is at the centre of the transformation programme. We are investing in both the data literacy of our organisation and our existing Data platform. We are looking for an experienced Data professional to play a pivotal role.

This role takes responsibility for the delivery of data and management information to the business and the Client Community. You will identify opportunities and issues and provide the data to support effective decision making and evaluation of the results. This role includes, taking responsibility for providing the performance data and reports, managing performance in collaboration with the Commercial Team and providing insights and analysis for the Client and Business.

***\*\*NB: This role requires eligibility to undertake BPSS & SC clearance\*\****

### Duties of Role:

*The following list is not exhaustive and other duties of a similar level and nature may be required from time to time including complying with any new policies that are introduced.*

In this role, you should have a background in data and business analysis. You should be analytical and an excellent communicator with the ability to understand cross-functional business requirements and transforming them allowing you and the wider business to deliver insights in the form of reports and dashboards

### Primary Duties:

- Represent the business as the Contract Compliance manager as per Call Off Schedule 28 Part 1 providing accurate and validated data on activity and performance, in mutually agreed formats, and facilitate processing and comparison with historic information to track trends over time.
- Represent the business by attending Data forums and joint activities.

- Represent the business on the Data Working Group, identify and work with key stakeholders within the business and Client community to work on data requirements and management.
- Produce, manage and ensure delivery of the Compliance Reporting as detailed in Schedule 28 Part 1 Schedule 15.
- Support the development, execution and monitoring of the Data Management Plan with the Client Community and business.
- Work with business stakeholders to establish, manage and improve the data gathered, its relevance and use to support development and analysis of data streams, using BI and analytical tools.
- Provide direction and the business processes to ensure all identified and relevant data is maintained, recorded and stored appropriately to ensure we meet contractual requirements for each service, asset information and business function.
- Ensure data availability and support the effective data transfer to the Client, through automated or manual processes as required. Investigate and resolve data anomalies and queries.
- Produce reports and information as required on data outputs including usage, trends, performance and KPI's.
- Support the delivery of the Joint Relationship Management Plan with proactive stakeholder management for data across a wide variety of internal and external stakeholders.
- Support Business Improvement Initiatives, via the Business Improvement Manager and other stakeholders with analysis, insights and metrics for monitoring and measures for improvement.
- Support the training and development of all staff to ensure awareness and understanding of Data Management and supporting our Business Processes and contractual requirements.

### **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):**

- Experience of managing performance checked multi service facilities and service contracts.
- Knowledge of MoD Defence contract workings.
- Extensive experience in Power BI or similar visualisation tools
- Educated to HNC/HND/Degree level or equivalent experience

### **Desirable skills, experience and qualifications:**

- Experience and knowledge in Cloud Data Platforms (especially Azure).

- Experience and knowledge of Visual Studio
- Knowledge of best practice data architectures.
- Understanding of Data Engineering processes.
- Familiarity with Data Dictionary/Data Catalogue process & tools (e.g. solutions like Dataedo or Bizzdesign)

### What you can do:

- Must be results-oriented with a proactive, flexible and positive approach to work
- Will have excellent critical thinking and problem-solving skills with an ability to quickly grasp technical issues
- Effective communication both written and verbal. Able to bridge the gap between non-technical and technical stakeholders
- Ability to elicit business requirements from stakeholders at all levels and steer/guide/influence as required
- Ability to establish, maintain and develop effective working relationships. Display a willingness to work alone and as part of a team in a fast-paced technical environment.
- Can respond effectively to conflicting work demands, prioritise accordingly and set realistic expectations for stakeholders
- Demonstrate patience and adaptability while maintaining progress in environments with complex approval process, shifting priorities or extended feedback cycles.

### Prerequisites for employment

- Complete Baseline Personnel Security Standard – this is compulsory for all personnel who work for Landmarc Support Services Limited as Official Defence Contractors. This includes a Basic Police Disclosure, however, unspent convictions are not necessarily a bar to employment and will be reviewed case by case to ensure there are no risks to the security and integrity of the work completed by Landmarc Support Services Limited.
- Due to the nature of this role, you must be able to achieve national vetting level of Security Check, which requires UK residency for the last five years.  
Further details on the process can be found here:  
<https://www.gov.uk/government/publications/national-security-vetting-advice-for-people-who-are-being-vetted>
- Candidates must meet the UK residency requirements to undergo the above (5 years minimum).

- Full driving licence valid in the United Kingdom.

## 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.