

# Senior Manager – Business Intelligence and Governance



## Purpose

This position will oversee and manage both the business intelligence (BI) and Data Governance supporting TSB's data and AI strategy. It is a strategic and hands-on role, responsible for developing and implementing BI strategies, ensuring data quality and security, and promoting data-driven decision-making throughout the organization. The role includes leading teams, managing BI infrastructure, and collaborating with business units to transform data into actionable insights.

## Role dimensions

- **Reports to:** Head of Data & AI
- **Department:** Operational Excellence
- **Direct Reports:** 2+
- **Financial Authority:** No

## Person specifications

- A minimum of eight years in data, analytics, and BI leadership roles.
- Experience with modern data platforms such as Databricks and Azure, as well as cloud-native AI/ML tools, Tableau, and Power BI.
- Proficiency in programming languages like SQL and Python, with machine learning expertise being an advantage.
- Ability to prioritize tasks effectively to meet deadlines, with a willingness to be hands-on in a fast-paced environment.
- Excellent verbal and written communication skills to articulate complex concepts to non-technical stakeholders
- Highly strategic mentality, with the ability to build data-driven solutions that deliver maximum impact and drive growth

## Role specific areas of responsibility

- Formulate and execute the organization's BI and Governance strategy, ensuring alignment with business objectives, and lead BI teams. Establish and develop a robust BI practice, offering guidance and mentorship, and promote a culture that prioritizes data-driven decision-making
- Guide Business Intelligence Analysts in creating user-friendly dashboards and reports to facilitate data-driven decision-making. Advise on best practices for dashboard development and uphold high-quality reporting standards. Ensure effective communication with stakeholders and manage the maintenance of the reporting ecosystem. Outcomes include improved decision-making capabilities, enhanced reporting quality, and a well-maintained, efficient reporting infrastructure.
- Ensure data quality, accuracy, consistency, and security by implementing robust data governance policies, standards, and frameworks. Outcomes include enhanced data integrity, improved compliance with regulatory requirements, and increased trust in data-driven decision-making processes.
- Translate business needs into technical requirements, collaborating with partners to deliver tailored BI solutions. Support standard data processes and foster continuous learning and development. Outcomes include the delivery of customized BI solutions that meet business objectives, streamlined data processes, and a culture of ongoing professional growth and innovation.
- Effectively convey complex technical concepts to non-technical partners, facilitating informed decision-making and advocacy efforts. Outcomes include enhanced understanding among stakeholders, improved decision-making processes, and stronger support for technical initiatives.
- Alongside the Head of Data and AI Enablement support advanced analytics initiatives (AI, Gen AI etc), ensuring they align with enterprise delivery methods, meet commercial objectives, manage risks effectively, and deliver high-quality results.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.