

# JOB

# DESCRIPTION

<b>Job Title:</b>	MI Manager
<b>Department:</b>	MI
<b>Reporting to:</b>	Central Operations Director
<b>Responsible for (staff):</b>	Management Information team
<b>Location:</b>	Glasgow with minimal travel
<b>General Purpose of Role:</b>	To be responsible for day to day management of the MI team. Responsible for leading the delivery of accurate, consistent, timely and accessible management information. To transform the business into an information-driven organisation through developing reports and undertaking analysis to provide efficient and cost-effective FM delivery. Lead role in managing the Management Information processes for Arcus & our clients.

## ACCOUNTABILITIES

- Lead the Management Information team to deliver value across all areas of the business through detailed analytical reporting.
- Manage the Verisae system to ensure that it remains a robust platform for managing operations.
- Deliver tailored reporting solutions that minimise colleague workload and drive better FM service delivery and facilitate improved buying decisions.
- Manage all aspects of system-based reporting, delivering easy-to-use tailored reports that will minimise effort and facilitate informed decision-making.
- Lead role in analysing system structure and processes to identify improvements, liaising with relevant stakeholders, and implement changes.
- Liaise with the functional/departmental managers and clients to manage reporting requirements.
- Proactively engage with functional/departmental managers to drive improvement through system or process changes and value-add reporting.
- Deliver process and system improvements to enhance the business operation.
- Support the delivery of the MI Strategy including migration of reporting from Excel to MS Power BI or other advanced reporting system.
- Right-size the team to meet the ongoing requirements of the business, delivering resource efficiencies with the introduction of new contracts and clients.
- Managing data security of MI outputs specifically access control and adherence to GDPR.
- Understand requirements and deliver MI reporting to support new contract mobilisation.
- Establish MI capabilities for support functions, including HR, Recruitment, HSQE and Projects team.

## OPERATIONAL RESPONSIBILITY

- Ensure the timely and accurate generation of all reporting, providing consistency and standardisation amongst the various types of reports and databases, and manage the various reporting tools.

- Maintain documentation for changes/enhancements to reports.
- Lead role in liaising with colleagues within Arcus, client FM and Procurement teams, defining requirements, managing expectations and delivering to required timelines.
- Full responsibility for developing and maintaining new standardised metric reporting on a routine basis.
- Define, create, automate and maintain operational reporting.

## KEY RESULT AREAS

- Deliver effective reporting to all business areas to meet all reporting requirements.
- Maintain Verisae system integrity through applying robust change management processes and implementing a regular audit and review process.
- Deliver improvements to reporting through automation and standardisation of reporting processes
- Manage the delivery of training to improve system use and resolve issues.
- Provide lead role in business analysis to support initiatives and projects that improve the operation.
- Manage and own the reporting process to identify the needs, document requirements and obtain sign off from stakeholders
- Develop process or system efficiencies to increase the effectiveness of reporting.
- Consolidate, tidy and streamline datasets to allow multiple reports from one source. This includes setting up strategic self-service BI reports to minimise customer requests.
- Develop quality control checks for new and existing reports

## KNOWLEDGE AND SKILLS

- Educated to university degree level (or equivalent).
- Extensive experience of systems, data and reporting analysis.
- Proven track record of business analysis and delivering value-add reporting.
- Experience of managing and maintaining CAFM & reporting systems.
- IT skills in developing reports, utilising various systems, including Cognos, PowerBI, MS Access, MS Excel & Verisae-bespoke reporting systems
- Business and commercial acumen
- Managing people, including workload & objective management
- Ability to negotiate, influence and use diplomacy with clients and colleagues
- Ability to analyse, evaluate and assess the validity and relevance of information in order to draw appropriate conclusions and make necessary recommendations.
- Ability to communicate effectively, to influence and to build relationships at all levels.
- Ability to work under pressure and meet tight deadlines.
- Ability to manage reporting & analysis work flow and meet deadlines while responding to frequent demands of multiple customers (internal and external)

## VALUES & BEHAVIOURS

- Committed – demonstrates a commitment to delivering results
- Proactive – seeks out opportunities to improve systems and operation
- Confident
- Challenging
- Innovative
- Organised
- Attention to detail
- Prioritisation – able to control the order of development
- Resilient – deals well with priority churn and changing business needs

### Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

### Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

### Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others