**Job Description**

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| **Job Title:****Function:****Reports to:**  | Business Intelligence AnalystTechnologyBusiness Intelligence Lead |
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**The role**

We are seeking a detail-oriented and proactive Business Intelligence Analyst to join our Data & Business Intelligence team. In this role, you will support the management and ongoing development of our organisation-wide Data Warehouse, ensuring high-quality reporting and actionable insights that drive operational excellence across our dental practices and support functions. You will act as a trusted expert and advocate for data-driven decision-making, contributing to the optimisation of patient care, operational efficiency, and commercial performance.

**Key Responsibilities:**

* Manage the day-to-day maintenance and optimisation of our enterprise Data Warehouse, collaborating with key departments including Clinical Operations, Finance, People (HR), Marketing, and IT.
* Partner with internal BI colleagues and external data consultants to enhance the Data Warehouse content and support the strategic evolution of our business intelligence architecture.
* Collaborate with stakeholders to define reporting requirements and ensure the delivery of accurate and timely daily, weekly, and monthly reports that support decision-making at both the clinic and corporate levels.
* Develop interactive dashboards and visual reports using Microsoft Power BI, enabling teams to monitor patient metrics, appointment trends, operational KPIs, and financial performance.
* Promote best practices in data usage across the business, encouraging clinicians, practice managers, and head office teams to engage with and trust BI insights.
* Ensure all scheduled reports are reliably delivered and address any questions or issues raised by recipients, working with the BI team to resolve data anomalies or process gaps.
* Conduct peer reviews of dashboards and data logic to ensure accuracy, consistency, and alignment with clinical and operational priorities.
* Serve as the internal subject matter expert for the Data Warehouse, helping users interpret and navigate data confidently and accurately.
* Support ad hoc data analysis projects related to clinical efficiency, patient satisfaction, or operational performance, either in response to business needs or through proactive exploration.
* Deliver engaging demos and training sessions to help staff understand and utilise BI tools effectively.
* Provide support to other BI team members as needed, ensuring continuity in reporting and analysis.

**Essential Skills & Experience:**

* Proficient in Microsoft Power BI (intermediate to advanced), including strong understanding of DAX for data modelling and reporting.
* Proven experience producing and managing regular business reporting, ideally in a healthcare, clinical, or multi-site operational environment.
* Strong data visualisation skills, with experience in tools such as Power BI, Microsoft SSRS, Google Data Studio, or Tableau.
* Solid SQL skills and familiarity with data warehouse environments.
* Knowledge of database design principles and data governance best practices.
* Commercial and operational awareness, with an understanding of how data supports patient care, clinic performance, and corporate goals.
* Analytical mindset and problem-solving ability, with experience designing metrics and KPIs relevant to service-based industries.
* Ability to design clear and intuitive reports that support clinic-level decision-making through visual storytelling and data clarity.
* Excellent interpersonal and communication skills; able to translate complex data concepts for clinical and non-technical stakeholders.
* High attention to detail and commitment to delivering accurate, high-impact reporting.
* Self-motivated, adaptable, and comfortable working in a fast-paced, service-oriented environment.

**Desirable Skills & Experience:**

* Familiarity with tools such as JIRA and Confluence.
* Understanding of Agile project methodologies.
* Experience using Python for data transformation or advanced analysis.
* Experience working with sensitive or regulated data, including patient or healthcare data (e.g. GDPR, clinical confidentiality standards).

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| **Date: 01/05/2025** |  | **Prepared by:** | Steve Turner |