

Dublin Simon Community: Business Intelligence Officer **(<https://www.activelink.ie/node/112240>)**



Business Intelligence (BI) Officer

About us:

At Dublin Simon Community, we are passionate about making home a reality. Our aim is to empower people to access and retain a home by providing housing, prevention, addiction treatment, emergency response and other targeted interventions, through advocacy and partnership.

About the Job:

This vacancy is within the Risk, Compliance & BI team of Dublin Simon Community which holds responsibility for overseeing risk management, compliance monitoring, data protection, document management, incident reporting, and statistics. The Business Intelligence (BI) Officer will lead on improving the quality of data, and the use of data analytics across the organisation to enhance performance and reporting. The position involves substantial liaison with staff and volunteers across the organisation to support them to understand and satisfy requirements by providing recommendations for improvement, training, tools and techniques. This role will work report into the Risk, Compliance & BI manager and work with Executive Management Team and the wider Management Team, Staff, Clients, Local Authorities, HSE, Board Committees, other service providers

Location & Working Hours:

- Smithfield Dublin 7
- Monday to Friday form 9am to 5:30pm.
- 37.5 hours per week.
- 25 days annual leave.

Responsibilities:

Responsible for activities within the Risk, Compliance & Business Intelligence Function including:

1. Improving the quality, accessibility and security of organisational data
2. Production and validation of internal and external reports
3. Assist staff across the organization to access and use existing and new systems

Core Job Requirements

Improving the quality, accessibility and security of organisational data

The BI Officer shall develop and support implementation of a Business Intelligence Framework. This includes:

- Supporting Service Managers to improve internal data quality:
 - Data validation carried out on Salesforce client data, complaints data and incident reports
- Increasing efficiency of our Client CRM system
 - Working with internal stakeholders to understand their requirements and creating enhancements and/or

- amendments to workflows and objects in our Salesforce-based CRM
- Proactively identifying recurring data quality trends and implementing system controls to mitigate
- Respond to and manage data protection queries:
 - Provide advice and guidance to staff across the organisation when in receipt of data subject access requests
 - Providing redaction and anonymisation services on electronic files, video clips and emails

Production and validation of internal and external reports

The organisation requires clear, documented approaches to the production of internal and external reporting, in order to ensure the timeliness and accuracy of the data contained within. The BI Officer shall:

- Produce and validate internal and external reports:
 - Production of Internal Organisational performance and impact reports
 - Ensuring validation and assurance pathways are carried out before external reports issue
 - Ensuring timeliness of reporting and escalating any delays to management
- Development and maintenance of enhanced organisational reporting
 - Development of dashboards for organisation management to track performance and progress against impact goals
 - Automating the extraction and compilation of organisational metrics to improve timeliness of reporting

Systems Access - The BI Officer will:

- Respond to PASS access queries and provide help to staff who have been locked out of the system
- Respond to Salesforce access queries and provide help to staff who have been locked out of the system
- Provide training and support on Salesforce system where required

PERSON SPECIFICATION

Essential:

- The ideal candidate will have a degree or post-graduate qualification in a discipline such as Business, Information Management or Data Analysis or equivalent experience working in any of the following settings: Quality Standards/Quality Management Systems/Project Management/Compliance/ Regulatory.
- Strong project management, organizational skills to coordinate work plans, multiple tasks, prioritise work, manage multiple priorities and meet deadlines.
- Ability to collect, organise, analyse and disseminate significant amounts of information in audience-appropriate formats with attention to detail, accuracy and presentation.
- Ability to work with internal and external stakeholders in a constructive and approachable manner, collaborating closely with Risk, Compliance & BI team colleagues and interacting with colleagues of all levels of seniority across the organisation
- Demonstrated team player and creative problem solver
- Excellent knowledge of Microsoft Excel and Microsoft Word. Curious about technology and willing to test and apply new applications and ways of working.
- Attention to detail and the ability to produce timely and accurate reports.
- A positive and flexible approach to working in a busy, open plan office with site visits to Dublin Simon services.
- Able to cope with and respond positively to change.
- Ability to work productively as an individual contributor and collaboratively as a team member.

Desirable

- Project Management/Quality/Systems/Data Protection qualification
- Experience designing and delivering internal audits.
- Knowledge of National Quality Standards Framework ('NQS') for homeless service provision.
- Experience implementing or achieving a quality accreditation
- Experience of working in the non-profit sector.
- Understanding of homeless issues in Ireland.
- Familiarity with complete Microsoft Office 365 package.
- Familiarity with Salesforce CRM systems
- Familiarity with Power BI or other data visualization tools

Shortlisting will be in progress throughout the period that the vacancy is live, so you may be called for interview and/or the vacancy may be filled before the closing date.

<https://candidate.hr-manager.net/ApplicationForm/SinglePageApplicationForm.aspx?cid=1543&departmentId=19086&ProjectId=144493&MediaId=4620>

Application due date: 01/12/2024

For queries relating to this position please telephone **(01) 635 4860** (Tel:016354860)

Region

Smithfield, Dublin 7

Date Entered/Updated

18th Nov, 2024

Expiry Date

1st Dec, 2024

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