Marine Stewardship Council

Job Description

**Post:** Head of Business Intelligence  
**Department/Region:** Technology and Data, Corporate Services  
**Location:** London, UK

**Purpose of post:**

In conjunction with the Technology & Data Director, to develop and implement a Data Strategy for the MSC, enabling it to transform its use of data to support its mission and strategic aims.

Operationally, the post holder will lead the governance of MSC data and associated activity related to data management across the organisation; ensure an appropriate BI/data architecture for the MSC; provide reporting and portal products for internal and external partner audiences; and provide or support data insight (and/or analytics) for all parts of the organisation.

The post holder must be an advocate of MSC’s mission and passionate about its core purpose and values. MSC’s is a fast-paced work environment and the post holder must be adept at managing multiple and sometimes complicated (cross-departmental) priorities while delivering excellent results, with strong interpersonal skills.

**Line Relationships**

- **Responsible to:**  
  Technology and Data Director

- **Responsible for:**  
  Business Intelligence Manager  
  Business Intelligence Developer

**Key Work Relationships**

- **Internal:**  
  - Executive Committee  
  - Fisheries Standard Director  
  - Supply Chain Standard Director  
  - Program Development team  
  - Finance Director  
  - Global Communications & Marketing team heads  
  - Head of IT Operations (and other Technology & Data team colleagues)  
  - Digital and data colleagues in other departments

**Authority Limits**

- Level 6 post  
- Financial delegations in accordance with Financial Handbook
<table>
<thead>
<tr>
<th>Contractual Terms (UK)</th>
<th>Benefits (UK)</th>
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<tbody>
<tr>
<td><strong>Contract type:</strong></td>
<td>Permanent</td>
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<tr>
<td><strong>Annual leave:</strong></td>
<td>25 days</td>
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<tr>
<td><strong>Probation:</strong></td>
<td>6 months</td>
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<tr>
<td><strong>Pension:</strong></td>
<td>After 3 months, Tier 1 (3% contribution from employer &amp; 5% employee). On successful completion of probation, Tier 2 (9% employer &amp; 6% employee); choice of salary sacrifice</td>
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<tr>
<td><strong>Notice:</strong></td>
<td>3 months</td>
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<tr>
<td><strong>Other benefits:</strong></td>
<td>4x death in service insurance</td>
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<tr>
<td><strong>Working hours:</strong></td>
<td>35 per week</td>
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<td><strong>Working time:</strong></td>
<td>Monday – Friday; 09:00 – 17:00</td>
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The MSC supports flexible working, so the pattern of hours may vary according to operational and personal needs. The MSC works across different time zones so evening or weekend work and/or some international travel and overnight stays may be required occasionally. No overtime is payable, however under certain circumstances time off in lieu may be granted.
Key Responsibilities

Strategy and Governance

- Determine how the business sources, gathers, maintains and deploys corporate data and insight across the organisation.
- Determine the organisation’s goals and objectives that focus around data and ensure that effective plans are put in place to ensure delivery of each goal to the desired standard.
- Create and maintain a data vision and strategy for the organisation including a roadmap to show progress made.
- Identify and align MSC data with relevant 3rd party data standards in the seafood industry such as GS/1.
- Establish and oversee an organisational governance of MSC data including acting as chair of the MSC’s Data Council (which reports to the Digital & Data Program Committee).
- Ensure the technology and data BI architecture provides the appropriate technical capabilities to support warehousing, systems inter-operability and digital reporting for the type of data (including spatial) the MSC will handle.

Provision of Reporting, Dashboards and Portals

- Ensure the provision of data used for regular reporting to external partners as part of MSC’s service.
- Working with the Head of Content define and deliver external web-based partner dashboards or self-serve portals in line with MSC brand and our understanding of their needs.
- Project manage and collaborate with internal & external technology service providers to get business intelligence services, portals and middleware into production.
- Support decision makers through reporting, dashboards and portals where relevant, using forward-thinking analytics.
- Respond to ad hoc data requests from Executive Committee members and other senior colleagues, as required, at the same time using such requests to inform future planning.
- Help source, procure and ingest external 3rd party data sources into the MSC Data Hub.

Technical and Operations

- Advise operational teams in MSC on all aspects of data and security management. Support compliance by ensuring personal and confidential data is handled in accordance with relevant internal policy (such as data protection or data Sharing) as well in full compliance with external obligations and legal restrictions, working closely with the MSC’s Governance Secretary, who acts as Data Protection Adviser to the MSC.
- Engage at a high level with other senior managers in the MSC and promoting good coordination and information to ensure that the work of the team is known, and it responds rapidly and effectively to feedback from other MSC departments and externals.
- Manage, prioritise and track all data quality, reporting or analysis requests raised by the business and ensure these are resolved to meet business expectations.
- Drive a data management agenda to (for example) highlight data quality challenges and recommend how owning teams can address (or minimise impact).
- Oversee and maintain all corporate data governance assets such as the data owners list, the data dictionary, the data backlog and the provision of templates and advice for data owners.
• Accountable for all technologies and operations associated with the MSC Data Hub including the full Microsoft BI stack, portal/visualisation products, middleware and integrative technologies, SQL/ETL, Master data Management and Public APIs.
• Working with the Technology and Data Director ensure the provision of business intelligence services and end user support. Manage 3rd parties such as our MSC Azure Data Analytics/SQL gold partner.
• Working with Internal Communications and Learning and Development help improve internal data literacy through communications and training for staff. Mentor team members, data owners and all key stakeholders to help the MSC become more data savvy.

Business Insight and Analytics

• Ensure data is presented into clear and understandable tables, graphs, and written reports targeted towards key business questions or events and where appropriate incorporate the appropriate statistical techniques to draw out trends, outliers or forecasts.
• Work with the Program Development team to provide market insight, utilizing internal and external data sources to understand key trends, assessing the drivers of these trends and the sustainability of these drivers.
• For teams such as Science & Standards, (which perform its own insight on scientific data) help curate and prepare the data that will be subject to research.
• Working with teams such as Finance help determine models through which forecasts and projections can be made.

Management

• Lead, motivate and manage the Business Intelligence team, ensuring delivery of objectives and development of team members. Dotted line relationship with the Standards Digital Project Manager. Ensure the team works effectively and efficiently on projects, prioritising work appropriately.
• Work with the Technology & Data Director and the Chief Operating Officer to ensure appropriate staff capacity and performance is developed in the team.
• Conduct procurement exercises for relevant services and advisers, in line with MSC’s Procurement Policy and financial delegations.
• Negotiate, agree and sign contracts on behalf of the MSC with external consultants and service providers, within the limits of the role’s financial delegations. Manage the use of consultants as necessary.
• Responsible for adoption of all enterprise digital tools within the team; ensure that these tools meet the ongoing needs of the team through effective engagement with IT colleagues.
• Any other duties, as requested by the MSC’s Executive Committee or the Technology and Data Director.

Note

No job description can be entirely comprehensive, and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.

You will be expected to carry out all duties in the context of and in compliance with the MSC’s Equality & Diversity and Health & Safety policies.
|-------------------------------------------|-------------------------------------------------|------------------|------------------------------|
| • Graduate (preferably in Statistics, Computer Science, Mathematics, Operations Research or other quantitative field) with relevant experience in a business intelligence or data/insight focussed position.  
  • Demonstrable experience in:  
    o providing data products (customer portals) direct to the end customer  
    o digital analytics and augmenting this with more traditional datasets to provide insight and advice  
    o data governance and data security  
    o production of persistent reports, visual dashboards and interactive customer portals  
    o financial management, including developing budgets and monitoring expenditure for a diverse range of projects  
    o providing insight for any vertical in the food industry or across any form of supply chain and/or of working with research teams, sales, teams, marketing teams and senior leadership desirable but not essential.  
  • Experience of delivering data/reporting programs.  
  • Proven ability to inspire an international organisation through data.  
  • A strong conceptual technical understanding of how business intelligence services are designed and built; ideally with Microsoft BI stack and analytic tools and any other appropriate tools such as Alteryx.  
  • Well-developed IT skills, including use of standard software packages (MS SharePoint, Word, Excel, PowerPoint, Outlook). | • A natural collaborator who is able to operate in a cross-cutting capacity, working well with colleagues, allowing them to lead where appropriate.  
  • An understanding of the issues that may be of importance to different stakeholders in the MSC program, especially eNGOs and industry stakeholders.  
  • Evidence of an ability to successfully manage relationships with stakeholders, collaborators and colleagues, preferably in an international context and with a people-centred approach to work and business. Influencing and negotiating skills, able to remain composed in high-pressure situations. | • Experience in:  
  o managing a Business Intelligence function including data governance, data architecture (end-to-end data flows), data sourcing, data management and technology management  
  o leading and managing staff including direct and dotted line reports, as well as project teams comprising staff who are not line reports.  
  • Track record of on-time, on-budget, and to-specification delivery of projects – ability to manage multiple simultaneous projects whilst making use of internal and external resources. |
| 4. Communication                      | • Able to communicate complex issues in a clear manner to a wide variety of internal and external audiences across diverse channels.  
|                                      | • Experience of planning and delivering training for/to colleagues. Ability to make technical materials understandable and accessible.  
|                                      | • Experience of collaborating with internal stakeholders to share aggregated and anonymised data to create valuable (ideally market leading) insight.  
|                                      | • Ability to develop an understanding of the business along with any relevant limitations and be able to communicate these effectively and manage expectations. |

| 5. Personal attributes                | • Creativity, passion, flexibility, resilience and tenacity: able to get results and to be persistent and enthusiastic in achieving these, and to manage situations of complexity and conflict with positive outcomes.  
|                                      | • Well-developed analytical and systematic problem-solving skills, demonstrating sound reasoning abilities and logical decision-making.  
|                                      | • Ability to exercise sound judgement and demonstrate initiative to accomplish assigned tasks.  
|                                      | • Strong attention to detail, while remaining aware of MSC’s wider strategic objectives.  
|                                      | • Ability to combine self-management when working alone with productive team membership.  
|                                      | • Willingness and enthusiasm to contribute to MSC-wide responsibilities and development, where appropriate, in pursuit of the MSC’s mission and vision.  
|                                      | • Empathy and interest in the MSC’s mission and objectives.  
|                                      | • Demonstrated cultural awareness and sensitivity to the diversity of values, views and approaches to issues relevant to the MSC program. |

| 6. Circumstances                      | • Weekend work and occasional domestic and international travel may be required. |

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**Job Description Agreement**

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<th>Date:</th>
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