

**Head of Business Intelligence and Data Analytics**

**Competition Information Booklet**

Please read carefully

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| **Position:** Head of Business Intelligence and Data Analytics  **Grade:** Principal Officer  **Directorate:** Chief Information Office  **Reporting to:**  Chief Information Officer  **Location:** Haymarket House, Smithfield, Dublin 7 with a blended working  model.  **Starting salary:** €102,913  Closing date for receipt of completed applications:  **12pm (noon) on Friday, 21st February 2025**  **Contact: ntacareers@rsmireland.ie** |

The National Transport Authority is committed to a policy of equal opportunity.

**Overview of the National Transport Authority**

The National Transport Authority (NTA) is a statutory body established by the Minister for Transport on 1 December 2009.

At national level, the Authority has responsibility for securing the provision of public passenger land transport services, including subsidised bus and rail and light rail services. The Authority also licenses public bus passenger services delivered by private operators and has responsibility for the regulation of the small public service vehicle (SPSV) industry (taxis, hackneys and limousines). Other areas of responsibility include the State’s rural transport programme, integrated information systems for public transport customers, management of the Integrated Ticketing Scheme for Ireland (the Leap Card system), and regulation of vehicle clamping.

Within the Greater Dublin Area (GDA) the Authority carries additional responsibilities including:

* Strategic planning of transport;
* Development of an integrated, accessible public transport network;
* Promoting cycling and walking;
* Provision of public transport infrastructure generally including light rail, metro and heavy rail; and
* Effective management of traffic and transport demand.

The GDA includes the local authority areas of Dublin City, Fingal, Dún Laoghaire-Rathdown, South Dublin, Kildare, Meath and Wicklow.

The Authority’s Capital Investment Programme includes an exciting and challenging range of projects and programmes for development and delivery over the coming years. These include mega-projects such as MetroLink, BusConnects Dublin and the DART+ Programme, together with numerous other major projects/programmes in the heavy rail area, light rail area, bus infrastructure and public transport fleet, in addition to a large portfolio of projects in the active travel area. Along with other initiatives in the areas of micro-mobility, transport technology and climate adaption, there are stimulating and rewarding opportunities to make a real contribution to enhancing Ireland’s overall transport system.

Further information on the Authority is available on its website [www.nationaltransport.ie](http://www.nationaltransport.ie)

The National Transport Authority wishes to recruit a suitably experienced and qualified individual to the role of Head of Business Intelligence and Data Analytics. Successful candidates may be placed on a panel from which future vacancies may be filled.

**Duties and Responsibilities**

The Head of Business Intelligence (BI) and Data Analytics (DA) is responsible for the Authority’s data strategy, providing leadership, trusted advice and practical experience in delivering Business Intelligence and Data Analytics solutions. The Head of Business Intelligence and Data Analytics will be required to meet challenging goals in an innovative but controlled manner, and to assist the NTA in the next phase of its data journey.

**Key Accountabilities:**

**Data Analytics Strategy:**

* Implement, refine and adapt the Data Analytics Strategy to assist the NTA to achieve its organisational goals and elevate the NTA’s data capability to meet the needs of internal and external stakeholders;
* Resource planning, budgeting, and team management of the Business Intelligence and Data Analytics team;
* Maintain the data analytics roadmap, adapting it to the changing needs of the organisation;
* Implementing the data-related components of NTA’s artificial intelligence (AI) Strategy roadmap;
* Manage the NTA’s strategic data assets to extract the maximum value and meet the NTA’s internal and external data obligations; and
* Vendor management and service procurement complying with public sector guidelines;

**Data Analytics (DA) Development and Delivery:**

* Identify data acquisition opportunities, and implement the associated data acquisition processes in line with NTA strategy;
* Manage data storage solutions and compliance of these solutions with the NTA data security and data protection policies;
* Manage data asset integration in a cloud-based Enterprise Data Warehouse environment utilising analytics tools such as Microsoft Fabric, Azure Synapse and Azure Data Factory;
* Apply data analytics techniques such as machine learning and artificial intelligence, including GenAI, as well as traditional data analysis techniques, leveraging data programming tools such as Python, R and SQL;
* Ensure the NTA’s artificial intelligence Centre of Excellence is resourced with the requisite data science skills to turn Proof of Concepts into products;
* Deploy data presentation solutions that incorporate visualisation techniques that are appropriate to the business needs utilising tools such as Power BI; and
* Deliver a hub and spoke self-service analytics operating model across the NTA.

**Data Management:**

* Implement a data governance programme within the NTA, bring about the required organisational change, implementing the required boards and committees and leveraging leading edge data cataloguing software;
* Integrate new sources of batch and near real-time data from the NTA’s various systems (e.g. next generation ticketing systems, automated-vehicle-location (AVL) systems, real-time GTFS) into the NTA data platform, to provide a single view of passenger journeys;
* Rollout DA’s automated Enterprise Data Warehouse across all new and existing data sources;
* Enhancing the NTA data platform with external third-party data sources such as geospatial and mobile data;
* Optimise the data-sharing potential of the NTA data platform with external stakeholders while meeting GDPR obligations; and
* Implement a Master Data Management system and associated controls in line with best practice.

**Data Analytics Architecture and Standards:**

* Oversee and approve Data Analytics architectural solutions and work with the architecture team to ensure that the solutions are in line with the NTA architectural guidelines; and
* Implement and continuously review and improve development standards, solution design standards, data access standards and Data Analytics platform standards.

**Managed Data Services (MDS):**

* Work with the external MDS vendor to provide support that meets the needs of the user;
* Refine and implement support procedures to cover existing and new systems that Business Intelligence and Data Analytics have responsibility for; and
* Manage Service Level Agreement’s and make improvements where necessary to ensure the Service Level Agreement targets are met.

**Key Challenges:**

* Innovating to fulfil expanding Business Intelligence and Data Analytics demands in a timely and controlled manner;
* Meeting business needs with a constrained Data Analytics resource. Eliciting engagement with business units that have limited capacity; and
* Managing teams and vendor relationships in a multi-vendor environment.

**Note:** The functions and responsibilities initially assigned to the position are based on the current organisational requirements and may be changed from time to time. The person appointed requires the flexibility to fulfil other roles and responsibilities at a similar level within the Authority.

**Essential Criteria**

**Please note: In order to satisfy the shortlisting panel that you meet these criteria you must explicitly reference how you meet same in your application. Failure to demonstrate these may prevent your application progressing to future shortlisting stages.**

Each candidate must meet the following requirements at the time of the competition closing:

1. Hold a minimum of a NFQ Level 8 qualification in Data Management, Innovation, Data Analytics or a relevant business related discipline;
2. At least 5 years of experience working within a Business Intelligence and Data Analytics management role, demonstrating the ability to add value to the organisation;
3. At least 2 years of experience in managing implementations in the Azure Business Intelligence stack including Azure Data Lake, Azure Data Warehouse, Azure Data Factory, Power BI etc.;
4. At least 2 years of experience in delivering cloud-based machine learning and / or artificial intelligence solutions;
5. The ability to build strong trust relationships with key stakeholders, to create Business Intelligence and Data Analytics champions and provide advice to C-Suite;
6. Strong communication, interpersonal and influencing skills with challenging senior stakeholders; and
7. Excellent decision-making, problem-solving, organisational, and time-management skills.

**Desirable Criteria**

**Please note: Should further shortlisting be required after essential criteria above, a selection of the following may be assessed.**

The ideal candidate will also:

1. A minimum of a NFQ Level 9 in Data Management, Innovation, Data Analytics or a relevant business related discipline;
2. Good knowledge of public transport technology initiatives and of trends in Business Intelligence and Data Analytics technology;
3. A working knowledge of key technical components of the Data Analytics environment;
4. A good understanding of Agile development frameworks;
5. Strong team management, preferably in a multi-vendor environment. Experience in managing offshore resources an advantage;
6. A working knowledge of SQL;
7. Ability to juggle different projects/priorities and deliver high quality outcomes under pressure; and
8. Strong motivation and ability to work with minimal supervision and direction.

**Remuneration**

**Salary Grade: Principal Officer**

**Salary Scale: €102,912, €107,280, €111,613, €115,978, €119,661, €123,481 (LSI 1),**

**€127,295 (LSI 2)**

**Personal Pension Contribution (PPC) rate.** This salary is payable to an individual who is required to make a personal pension contribution (PPC) to their main pension (in general those persons whose initial appointment to the Public Service is on or after 6th April 1995).

**€110,759, €115,319, €119,901, €124,473, €128,372, €132,481 (LSI1),**

**€136,588 (LSI 2)**

**Non Personal Pension Contribution (non-PPC) rate.** This salary is payable to an individual who is not required to make a personal pension contribution (PPC) to their main pension scheme.

**Annual Leave:** 30 days per annum. This leave is on the basis of a five day week and is exclusive of the usual public holidays.

**Note:**

* entry will be at point 1 of the scale and will not be subject to negotiation;
* different pay and conditions may apply if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant;
* the rate of remuneration may be adjusted from time to time in line with Government pay policy.

**Contract:** Permanent Contract

**Probation:** There is a 6 month probationary period which may at the discretion of the CEO be extended to 10 months.

**Selection Process**

Prior to completing your application please read the Important Candidate Information Booklet on our careers page here: [www.nationaltransport.ie/about-us/careers](https://www.nationaltransport.ie/about-us/careers/)

**How to Apply**

Please submit your application in one single word document or PDF referencing the title of the role you wish to apply for in the subject of the email to **ntacareers@rsmireland.ie** with the following:

1. A comprehensive cover letteroutlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the role of Head of Business Intelligence and Data Analytics;
2. A comprehensive CV (not to exceed 3 pages); and
3. A fully completed Key Achievements Form (attached).

Please note that omission of any or part of the 3 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

**Closing Date**

**The closing date and time for applications is strictly 12pm (noon) on Friday 21st February 2025. Applications received after the specified deadline cannot be accepted.**

If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email **ntacareers@rsmireland.ie.**

**Head of Business Intelligence and Data Analytics - Key Competencies**

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| **Leadership & Strategic Direction** | Leads the team, setting high standards, tackling any performance problems & facilitating high performance |
| Facilitates an open exchange of ideas and fosters and atmosphere of open communication |
| Contributes to the shaping of Departmental / Government strategy and policy |
| Develops capability and capacity across the team through effective delegation |
| Develops a culture of learning & development, offering coaching and constructive / supportive feedback |
| Leads on preparing for and implementing significant change and reform |
| Anticipates and responds quickly to developments in the sector/ broader environment |
| Actively collaborates with other Departments, Organisations and Agencies |
| **Judgement & Decision Making** | Identifies and focuses on core issues when dealing with complex information/ situations |
| Assembles facts, manipulates verbal and numerical information and thinks through issues logically |
| Sees the relationships between issues and quickly grasp the high level and socio-political implications |
| Identifies coherent solutions to complex issues |
| Takes action, making decisions in a timely manner and having the courage to see them through |
| Makes sound and well informed decisions, understanding their impact and implications |
| Strives to effectively balances the sectoral issues, political elements and the citizen impact in all decisions |
| **Management & Delivery of Results** | Initiates and takes personal responsibility for delivering results/ services in own area |
| Balances strategy and operational detail to meet business needs |
| Manages multiple agendas and tasks and reallocates resources to manage changes in focus |
| Makes optimum use of resources and implements performance measures to deliver on objectives |
| Ensures the optimal use of ICT and new delivery models |
| Critically reviews projects and activities to ensure their effectiveness and that they meet Organisational requirements |
| Instils the importance of efficiencies, value for money and meeting corporate governance requirements |
| Ensures team are focused and act on Business plans priorities, even when faced with pressure |
| **Building**  **Relationships &**  **Communication** | Speaks and writes in a clear, articulate and impactful manner |
| Actively listens, seeking to understand the perspective and position of others |
| Manages and resolves conflicts / disagreements in a positive & constructive manner |
| Works effectively within the political process, recognising & managing tensions arising from different  stakeholders perspectives |
| Persuades others; builds consensus, gains co-operation from others to obtain information and accomplish goals |
| Proactively engages with colleagues at all levels of the organisation and across other Departments//  Organisations and builds strong professional networks |
| Makes opinions known when s/he feels it is right to do so |
| **Specialist Knowledge, Expertise and Self Development** | Develops and maintains skills and expertise across a number of areas that are relevant to his/her field and  recognised by people internal and external to the Department/ Organisation |
| Keeps up to date with key departmental, sectoral, national and international policies and economic, political and  social trends that affect the role |
| Maintains a strong focus on self-development, seeking feedback and opportunities for growth |
| **Drive & Commitment to Public Service Values** | Consistently strives to perform at a high level |
| Demonstrates personal commitment to the role, maintaining determination and persistence while maintain  maintains a sense of balance and perspective in relation to work issues |
| Contributes positively to the corporate agenda |
| Is personally trustworthy, honest and respectful, delivering on promises and commitments |
| Ensures the citizen is at the heart of all services provided |
| Is resilient, maintaining composure even in adverse or challenging situations |
| Promotes a culture that fosters the highest standards of ethics and integrity |

**Head of Business Intelligence and Data Analytics - Key Achievements Form**

Having read through the key competencies and having considered the demands of the role, for each of the competencies below, please briefly demonstrate a specific example which illustrates how you have developed the relevant competency during your career to date, and which clearly demonstrates your suitability for this position.

Your answer must highlight all elements of the STAR competency framework – which is outlined below:

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| **S**ituation | Present a challenging situation you found yourself in |
| **T**ask | What did you need to achieve from the situation? |
| **A**ction | What action did you personally take to achieve this? |
| **R**esult | What was the result of your action? |

Please note, there is a maximum page count of **3 A4 pages at font size 10-12.**

The key achievements form commences on the next page.

**Head of Business Intelligence and Data Analytics - Key Achievements Form**

Please complete all sections of the form below.

**Where did you hear about this role (i.e. Publicjobs.ie, Irishjobs.ie, Irish Times, LinkedIn)?**

**Name:**

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| **Leadership & Strategic Direction** |
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| **Judgement & Decision Making** |
|  |
| **Management & Delivery of Results** |
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| |  | | --- | | **Building Relationships & Communication** | |  | |
| **Specialist Knowledge, Expertise and Self Development** |
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