

Business Intelligence Lead

3400 - 4450 EUR Monthly Customer Support Tallinn

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Job Description

We are seeking a Business Intelligence Team Lead with strong analytical and leadership skills to lead our growing BI team within the Servicing Scale department. The ideal candidate will have extensive experience in interpreting and story telling in data, visualisation, a proven track record of upskilling teams and prioritising cross team collaboration with our stakeholders. They will be responsible for driving data-driven decision-making, enhancing the team's analytical capabilities, and improving reporting efficiency. This role is key to ensuring that the BI team delivers high-quality insights that inform operational strategies and support the continuous improvement of our service experience.

Key Responsibilities:

Team Leadership & Development:

- Lead, mentor, and develop a BI team that primarily consists of members from an operational background.
- Identify skill gaps and create training and development plans to improve the team's analytical and technical skills.
- Promote a culture of continuous learning and professional development within the team.

Data Analysis & Insights:

- Using our BI tools to provide actionable insights for process improvements and performance optimization in the customer service team and other servicing teams.
- Develop, maintain, and improve existing BI dashboards and reports using tools like Looker, Looker Studio and Superset or similar platforms.

Data Visualization & Reporting:

- Design clear and effective data visualisations that communicate insights to various stakeholders, from frontline staff to senior leadership.
- Ensure reports and dashboards are user-friendly, timely, and aligned with the overall business strategy.

Collaboration & Stakeholder Management:

- Act as a liaison between the BI team and other business units, understanding their data needs and translating them into technical requirements.
- Present insights and recommendations to senior management, driving data-driven decisions across the customer service function.
- Support cross-functional teams with data needs to improve customer experience and operational performance.

Process Improvement & Automation:

- Drive automation of routine reporting processes to enhance efficiency and accuracy.
- Continuously assess and improve BI reports, processes, tools, and technologies to support evolving business needs.

Data Governance:

- Ensure data integrity and accuracy by establishing and maintaining data quality standards and governance practices.

More about the team

Find out more about our team, how we work and other open roles.

[View the team](#)

- Maintain compliance with internal and external data privacy regulations.

Detailed KPI Management:

- Maintain customer satisfaction for the tickets in #support-data-public above 4.5 every month.
- Resolve low to mid-complexity requests within 48 hours from the time the ticket was requested every quarter.
- Ensure a 90% Data Accuracy Rate by performing regular data audits and tracking correction incidents.
- Achieve an 80% User Adoption Rate by monitoring logins and activity levels within BI platforms.
- Drive cost savings through BI initiatives by comparing costs before and after BI implementation in targeted areas.
- Gather regular stakeholder satisfaction through predefined surveys.

Budget Management:

- Oversee the budget for BI team, resources, and personnel.
- Ensure efficient use of resources to maximise ROI.

Innovation and Continuous Improvement:

- Continuously evaluate and improve BI tools and processes.
- Explore new trends and technologies to keep the organisation at the forefront of BI.

Development of Training Programs:

- Develop and lead training programs for end-users on BI tools and data literacy.
- Drive user adoption and ensure that all relevant staff can effectively utilise BI resources.

People Management Detailed Responsibilities:

- Support team engagement and motivation.
- Ensure Business Intelligence specialists are equipped with necessary tools, training, and support.
- Lead interviews and make hiring decisions; communicate job expectations during the hiring process.
- Provide effective feedback via regular 1-1s and bi-yearly GrowWise sessions; propose compensation changes.
- Support reporting specialists in setting actionable goals that enable their growth.
- Ensure high engagement in the assigned Business Intelligence team.

Qualifications

Experience:

- Proven experience (3+ years) in business intelligence, data analysis, or a similar role.
- Prior experience in leading at least for (3+ years) and developing teams, especially those transitioning from non-technical backgrounds (e.g., operations).
- Experience in a customer service, contact centre, or fast phase operations environment is highly desirable.

Technical Skills:

- Strong proficiency in BI tools such as Looker, Looker Studio, Superset or similar platforms.
- Leverage SQL knowledge to diagnose issues related to dashboards
- Expert in strong data visualisation and dashboard creation to communicate complex data in a simple and actionable way.
- Familiarity with Excel and other data manipulation tools.

Leadership, Communication and Cross Team Collaboration:

- Strong leadership skills, with experience in upskilling and coaching teams.
- Excellent communication skills, both verbal and written, with the ability to explain complex data to non-technical stakeholders.
- Ability to manage multiple priorities in a fast-paced environment, with a strong focus on results and continuous improvement.
- Excellent cross team collaboration between the Business Intelligence team and rest of the teams at Wise.

Education:

- Bachelor's degree in Business, Data Analytics, Computer Science, or a related field. A master's degree or professional certifications (e.g., in data analysis or BI tools) is a plus. (Nice to have)

Expectations for the Role:

Strategic Expectations:

- Develop and implement a strategic plan for BI initiatives within the organisation.
- Manage the lifecycle of BI projects from inception through completion.
- Keep abreast of the latest BI technologies and methodologies.

Technical and Analytical Expectations:

- Performing low to mid level analytics to generate insights that inform business strategies or work with our product & operational analytics teams for advanced level analytics that is needed for the business teams.
- Master a variety of BI tools such as (Looker, Looker Studio and Superset) and software for reporting and data visualisation.

Leadership and Communication Expectations:

- Lead and develop a team of BI specialists.
- Effectively communicate with stakeholders to gather requirements and deliver insights.
- Equip other employees with the skills and knowledge to utilise BI tools.

Operational and Performance Expectations:

- Provide reliable, timely, and actionable insights to decision-makers.
- Maintain standards for data quality, security, and compliance.
- Regularly assess and report on the performance of BI tools and systems.

Financial and Budget Management Expectations:

- Manage the budget allocated for BI projects and resources, ensuring efficient use of funds.

COMPETENCIES NEEDED

1. Technical Competencies:

- Data Analysis and Interpretation: Ability to analyse data sets using the BI tools (Looker Looker Studio and Superset), to identify trends, patterns, and anomalies.
- BI Tools Proficiency: Strong ability to use BI tools such as Looker, Superset, and other data visualisation software.
- SQL and Data Querying: Leverage knowledge and experience in writing SQL queries and manipulating data.

2. Analytical Competencies:

- Critical Thinking: Evaluate data, reports, and BI processes for accuracy and efficacy.
- Problem-Solving: Develop actionable insights and provide recommendations with the support of operational analytics team.
- Attention to Detail: Ensure accuracy and precision in data, reports, and analytical insights.

3. Leadership Competencies:

- Team Development and Management: Experience in leading, mentoring, and developing a BI team, especially members from non-technical backgrounds.
- Visionary Leadership: Ability to inspire and motivate the team with a clear vision of how BI can transform the organisation.
- Stakeholder Management: Excellent skills in communicating with stakeholders, gathering requirements, and managing expectations.

4. Communication Competencies:

- Effective Communication: Ability to explain complex data insights to non-technical stakeholders in a clear and concise manner.
- Presentation Skills: Competency in creating and delivering presentations to various levels of the organisation.
- Influential Communication: Ability to persuade and influence decision-making across the organisation.

5. Project Management Competencies:

- Project Lifecycle Management: Experience in managing BI projects from conception through to

- Project Lifecycle Management: Experience in managing BI projects from conception through to delivery, ensuring they are completed on time and within budget.
- Process Improvement: Drive continuous improvement and automation of BI processes and reporting.
- Resource Allocation: Overseeing and managing budget and resources efficiently.

6. Behavioural Competencies:

- Adaptability and Flexibility: Ability to adapt to changing technologies, priorities, and business needs.
- Collaboration and Teamwork: Fosters a collaborative environment and works effectively across departments.
- Ethical Integrity: Uphold high ethical standards in handling sensitive data and ensuring compliance with regulations.

7. Result-Oriented Competencies:

- Outcome Focus: Prioritise work that significantly impacts business outcomes and strive for efficiency.
- Performance Measurement: Regularly measure the performance of BI initiatives and adjust strategies accordingly.
- Proactivity: Takes initiative in identifying opportunities for BI to add value and plans for future business and technological trends.

8. Educational and Professional Development Competencies:

- Continuous Learning: Promote a culture of ongoing learning and development within the team.
- Training Program Development: Develop and lead training programs to enhance data literacy and BI tool proficiency among end-users.

Additional Information

Salary range: 3400 - 4450 EUR/gross Monthly

This is an on-site role based in Tallinn, Estonia. Candidates must be willing to relocate to this location. We are unable to accommodate remote work for this position.

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