

POST TITLE	REPORTING & INSIGHT ANALYST
DIRECTORATE	RESOURCES
SERVICE	CUSTOMER
RESPONSIBLE TO	SENIOR PLANNING & QUALITY MANAGER
NUMBER OF POST HOLDERS	1
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

The purpose of the role is to provide operational multichannel reporting and insight to key stakeholders in order to understand performance, drive efficiencies, shape customer journeys and make informed decisions to provide a high level of customer satisfaction.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

The role holder will be responsible for interrogating core City of Edinburgh Council systems in order to extract data for establishing and providing daily, weekly & monthly insightful operational reporting. As well as core reporting, the role holder will be responsible for running system queries to provide raw data extracts for ad hoc analysis for stakeholders. Additional responsibilities include:

- Cleansing and verifying the integrity of the data within the systems
- Providing ad hoc analysis and reporting
- Presentation of findings both verbal and written
- Drive system improvements by ensuring that technology is used appropriately
- Work alongside other areas of the business to cross reference data sources and provide 'full picture' insight
- Contribute to the long-term MI roadmap and assist in defining new and improved reporting
- Involvement in introduction and integration of new technologies

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

The post holder will require an in-depth expert understanding of reporting and performance methodology and advanced technical skills. They will also have the ability to manage and deliver detailed analysis on complex matters designed to deliver service efficiencies and performance improvements. This will require creativity, innovation and an ability to influence and collaborate with service management peers to deliver service improvements. The information and recommendations made will be pivotal to budget efficiencies, service delivery approaches and performance management.

The post holder will have sole decision-making responsibilities in deciding on key reporting metrics.

Consequences of these decisions will have an impact on performance and resource management.

The post will have a range of contacts, both internal and external, reflecting the varied nature and diversity of Council services. They will provide expert advice and guidance to management.

Reporting to the Senior Planning & Quality Manager the post will be required to provide recommendations and proposals relating to operational objectives.

The post will manage the varying interests of diverse stakeholders and will be required to adopt a constructive approach to resolve issues to progress desired outcomes.

The post will require knowledge and skills in project and stakeholder management.

The role is solely responsible for the reporting methodology and outputs of the function. The consequences of the decisions made will have a major impact on the following; Operational KPI reporting, SLA reporting, technology investment, automation & transformation activity, customer journeys.

This will usually mean the post holder is qualified to degree or postgraduate level and will have an extensive experience within a similar role.

In addition, the post will require the following:

- Intermediate skills in BI software such as Cognos or Power BI
- Advanced Microsoft Excel skills
- Strong SQL query writing skills
- The role will be responsible for interpreting a range of complex requests from a variety of stakeholders who may not be familiar with the systems or data
- The role requires strong presentation skills to be able to provide deep understanding of all analysis

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

The post will work autonomously with minimal supervision. The post will operate in a changing environment and need to effectively and diplomatically manage competing priorities, interests and timescales. The post must be able to adapt flexibly to new demands and take appropriate action on matters requiring immediate response. Although the post may be exposed to some physical demands and some adverse working conditions these will be predominantly within the range of normal office-based activities.

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

The post holder will not have any direct reports, however, will be expected to show leadership qualities.

The post will play a key role within multi-disciplinary teams working to deliver specific outcomes and projects Council-wide.

RESOURCES

The post will have a key role in providing data and insight to be used to inform future resource requirements.

The post will have a responsibility to identify efficiency savings to contribute to Senior Planning & Quality Managers annual budget savings.

The post will have shared responsibility for input, co-ordination and integrity of data within several CEC systems and data.

The post will be responsible for a range of office equipment and will update and maintain data.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).