

POST TITLE	SENIOR INFORMATION ANALYST
DIRECTORATE	CORPORATE SERVICES
SERVICE	STRATEGY & COMMS
RESPONSIBLE TO	CHANGE AND DELIVERY MANAGER
NUMBER OF POST HOLDERS	2
ACTING UP/SECONDMENT	

PURPOSE OF JOB

To provide high quality data analysis for the Council. This post will primarily support management and operational teams by interrogating ol data to provide strategic insight, drive progress and evidence achievement

You will use your skills in data analysis to provide a professional advice and support service for team members, colleagues and stakeholders. This will involve the development of Power BI Service within the Council, as well as a range of existing BI applications to provide high quality data analytics to improve services, reflecting the needs of colleagues, communities and stakeholders.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Prepare, analyse and report high quality data, providing robust insight to support evidence-based decision making in our operational teams.
- Responsible for engagement with end users to determine requirements for data, analysis, reports and products, and support the delivery of such.
- Analyse and interpret information, identifying trends, highlighting issues and making recommendations for improvement in order to provide strategic insight, drive progress and evidence achievement.
- Provide professional statistical advice on data and analytical matters.
- Produce detailed summaries of service performance utilising large datasets and robust statistical methods and techniques, exploring alternative solutions and more innovative complex analyses.
- Utilise existing and new information management tools, preparing reports and statistics for management and outside agencies using for example but not limited to Power BI, Excel, Business Objects and similar analytical tools as required.
- Support the development of enterprise Power BI within the Council including the administration of Power BI service and the application of appropriate governance and technical processes.
- Responsible for presenting the findings of data analysis, utilising appropriate methods, including infographics and other data visualisation, to generate insights in an easy-to-understand format, ensuring that complex statistics are explained to non-statistical professionals in an understandable way to allow informed decision making.
- The consequences of decisions taken regarding data analysis and interpretation, will vary depending on the impact on Council outcomes, but are likely to be significant.
- Investigate data collection problems and take appropriate action to ensure the integrity of information processing is maintained, including communication with appropriate stakeholders to ensure data collected reflects the information needs of customers and current Council initiatives.
- Contribute to the evaluation and development of key datasets and information systems used in the Council, including identifying ways to improve existing systems in terms of quality, timeliness and reliability of data.
- Contribute to the quality assurance process and timetables for key data information within statistical returns.
- Develop effective working relationships across the Council at executive, senior management and operational level to ensure that all data intelligence solutions and projects are aligned.

- Required to manage conflict, for example when challenging areas of underperformance and making recommendations on evidence-based decision making.
- Work within a team to support the information needs of Council, undertaking supervision of project staff as required and deputising for senior staff where appropriate.
- Contribute to management of Performance and Evaluation service via team meetings, monitoring and prioritising current work and reassessing where applicable, managing customer expectations and conflicting priorities; and negotiating with senior colleagues. The post-holder will be expected to contribute to team and departmental working groups, including those advising on best practice (e.g. procedures for handling information requests) and staff development.
- Undertake projects on a corporate basis within the Council.
- Keep up to date and comply with all data protection law in the processing of personal and special categories of personal data, in line with the Council's privacy statement and service privacy notices.

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

- It is expected that the postholder will be in possession an undergraduate degree level qualification or above in policy, data analytics, research, business or equivalent relevant experience.
- Experience interpreting, analysing and presenting complex data to enable evidence-based decisions.
- Experience working in large and complex datasets.
- Extensive skills and experience of Business Intelligence applications including, for example, Power BI, Business Objects or similar toolsets
- Experience working with senior managers to ensure complex and accurate data, insight and information is delivered to meet varied customer needs.
- The postholder will have the ability to make decisions in relation to the use and interpretation of specific data, strategic insight/recommendations and presentation style/method of delivery, in consultation with relevant stakeholders and management where appropriate.
- Proven ability to manage conflict and work with stakeholders to reach an agreed position
- Experience of working with information of a confidential and sensitive nature, where discretion is required, within a high profile corporate and public profile similar to the Council.
- Proven ability to develop and maintain excellent working relationships with key stakeholders.
- Knowledge of robust statistical methods and techniques.
- Ability to analyse complex data sets, develop potential solutions to issues, draw conclusions and present findings in accessible ways to inform strategic decision making.
- Ability to use expert judgement and creativity to analyse, interpret and present complex data.
- Strong influencing skills and ability to work well under pressure and to tight deadlines.
- Knowledge and understanding of health and social care services and of the complexity and interconnectivity of performance and data from across the whole system.
- Knowledge of the computer systems used by the partnership is desirable.
- Working knowledge of Microsoft Word, Excel and PowerPoint.

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

The post will work autonomously with minimal supervision. Requires frequent analysis and interpretation of multipart facts or situations, particularly in trend analysis, utilising specialist knowledge of data, definitions, quality/standards and processes, e.g. the post holder must exercise judgement and determine the most appropriate format the information analysed takes. The post holder will make specific recommendations to senior management teams and practitioners e.g. on use of various sources of information, on the results of detailed analysis and on improving data collection and audit.

The post will operate in a rapidly 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 and decision making.

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.

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 projects across the Council.

RESOURCES

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