

Role Title	Senior Analyst (Children's social care)
Job Family	Business Intelligence
Competency Level	Principal Officer
Pay Range / Scale	PO4
Purpose <ul style="list-style-type: none"> To empower service managers and decision-makers in children's social care service with actionable intelligence about the activity and performance of Council services, through complex data analytics and reporting solutions. Support the development and embedding of an insight and intelligence culture throughout the council. Help develop the Business Intelligence function and deliver data insights that drive operational decisions and service improvement. 	
Job Specific Accountabilities:	End Results/Outcomes
Gather, assess and document the requirements for Business Intelligence products and projects.	<p>The requirements for Business Intelligence products and projects are understood and communicated.</p> <p>Opportunities for innovation and transformation in the design and delivery of work in Business Intelligence are identified and maximised.</p>
Extract, manipulate and integrate data so that it can be used effectively for analysis and reporting	<p>Data is transformed into a format and structure to enables further analysis.</p> <p>Accurate information and valuable intelligence can be extracted through data analysis.</p>
Design and develop data models and processes to enable comprehensive and accurate reporting.	<p>Data modelling and analytics are designed and implemented to produce accurate and actionable intelligence.</p> <p>Data models and analysis exploit new developments and improvements in Business Intelligence technologies, approaches and methods.</p>
Design and develop visual reports, dashboards and infographics to provide actionable data and insights for managers and decision-makers.	<p>Develop reporting solutions to manage, access and use the data available in the Council's business applications and databases.</p> <p>Reports and dashboards are presented in a highly-visual format that provides clear and accurate insight and analysis.</p>
Prepare responses to requests for information and analysis, including Freedom of Information responses.	<p>Requests for information and analysis are responded to efficiently and effectively.</p> <p>Freedom of Information responses are prepared and completed within compliant time limits.</p>
Lead the development and delivery of data analysis and reporting projects to	Business Intelligence projects are planned, managed and delivered successfully.

produce actionable intelligence for service and performance improvement	<p>New tools, methodologies and practices are used and embedded.</p> <p>There is continuous improvement in the use of insight across the council.</p>
Lead the completion and submission of statutory data reporting requirements, including returns required by government departments and regulators.	<p>Reporting responsibilities allocated to the postholder are completed in line with standards and timescales specified by the relevant department or regulator.</p> <p>Data reported by the Council passes all relevant data quality and data validation checks.</p> <p>Issues and risks are proactively resolved or escalated as appropriate.</p>
Proactively identify the need for new data and analytics in response to changing national or local policies and priorities.	<p>Approaches to data analytics and the focus of data reporting are regularly reviewed and updated to reflect changes in policy, priorities and process.</p>
Identify and implement opportunities for improvements in the Council's ability to collect, analyse and act on data and insight.	<p>Innovative ways of sharing and communicating data and information between Council departments and partners are implemented.</p> <p>Data and information for members, officers and partners is kept up to date and relevant.</p>
Build and maintain relationships with service managers, staff and partners to ensure that the Children's Social Care BI team is well-regarded as an authoritative source of data and intelligence	<p>The Children's Social Care BI team have close and constructive relationships with all key partners, stakeholders and users of data analysis and reporting.</p> <p>Key stakeholders express high levels of satisfaction with the analysis and recommendations.</p>
Contribute to the Council's arrangements for preparing for and acting upon the findings of inspections.	<p>The Council's likely performance against relevant inspection frameworks is evaluated and reported.</p> <p>Action plans related to data and reporting requirements are prepared, agreed and implemented. Implementation is monitored and communicated effectively.</p>
Identify and assess problems with the quality of data that is used for and presented in data reporting, and take action to address issues identified.	<p>The data produced or used by the postholder is as accurate and reliable as possible.</p> <p>The postholder understands their responsibility for data quality and complies with all relevant policies and procedures.</p> <p>Issues with data quality are detected, understood, escalated where necessary, and proactively resolved</p>
Develop and implement processes to ensure that data is handled according to the principles and requirements of the Data Protection Act 2018, including	<p>Data processing and management is fully compliant with the principles and requirements of the Data Protection Act 2018.</p> <p>Risks to the security and protection of sensitive and personal data are identified and resolved. Data</p>

through Data Protection Impact Assessments.	Protection Impact Assessments are developed where appropriate, and controls are properly implemented.
Contribute to the implementation of the Council's arrangements for completing equality analyses and complying with the performance and data requirements of the Equality Act.	<p>Data is disaggregated by equality group where available. Variations in need, experience and outcomes are identified, analysed and reported</p> <p>Services receive information and advice about the completion of equality analyses</p> <p>Action is taken within agreed timescales to ensure the Council complies with the performance and data requirements of the Equality Act</p>
Generic Accountabilities	End Result/Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	<p>Work is completed on time and to the quality and standards required.</p> <p>Changes to priorities are accommodated.</p> <p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</p> <p>Professional and legal compliance is assured.</p>
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	<p>Activities are undertaken according relevant guidelines / regulations / procedures.</p> <p>Customer / stakeholder views are available to inform recommendations.</p> <p>Data and measurements are accurately recorded.</p>
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	<p>Information / applications are processed according to procedure.</p> <p>Information is managed efficiently and accurately.</p> <p>Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.</p>
Prepare and present results / responses / reports / recommendations.	<p>Accurate, complete and relevant information / reports are provided for internal and/or external use.</p> <p>Issues are clearly summarised, progress and implications are reported.</p> <p>The council's position is clearly stated.</p>
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion, or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>

Contribute to identifying and delivering information / activities to support service delivery / promote the service area.	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
Challenge customers' practice and minimise risk, referring concerns to line manager.	<p>Customer risks are assessed.</p> <p>Relevant health, safety and welfare requirements are met.</p>
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>
Lead projects or improvement programmes, or contribute to the delivery of larger projects	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
Support others in their development, including external organisations / customers where appropriate.	<p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned and effective.</p> <p>Best practice is shared and promoted.</p>
Support partnership agreements and partnership working within area of responsibility.	<p>Activities which support partnership working are effectively delivered.</p> <p>Partnership working groups produce valid and timely outputs.</p>

Contribute to service / business plans for area of responsibility and to wider service planning and development activities. Contribute to budget planning as required.	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Nature of Contacts

- Typically involves Heads of Service and Managers across the authority, and external agencies and organisations providing advice.
- Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.
- Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.
- Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.
- Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Procedural Context

- Information, analysis and advice prepared and presented by the postholder is used by members, officers and partners to inform the prioritisation, planning, delivery and evaluation of Council services.
- The postholder will be allocated to support a specific service area, but expected to work flexibly across the Business Intelligence function as required.

Key Facts and Figures

Resourcing

Budget Responsibilities: None

Supervisory Responsibilities: No direct line management responsibility, but the role will involve some supervisory responsibility including on the job training and quality assurance of others' work.

Knowledge, Skills and Experience

- Highly numerate, with excellent analytical and problem-solving skills

- Experience of developing and reporting on performance measures and indicators, and designing and implementing performance management frameworks.
- Experience in local authority children's social care reporting.
- Advanced knowledge and experience of data analysis tools and methods, including software such as Excel, Power BI.
- Ability to design and produce clear and compelling data visualisations in reports, dashboards and infographics
- Thorough understanding of the requirements of GDPR and Data Protection Act 2018 and ability to design and implement approaches to ensure compliance.
- Advanced user of Office productivity software, such as Outlook, Word, PowerPoint, Teams and other Office 365 (or equivalent) apps
- Ability to communicate effectively using a wide variety of media and methodologies, including written, oral and visual means of communication
- Self-motivated, enthusiastic, and able to work with minimal supervision
- Creative and innovative
- Accustomed to managing conflicting deadlines and a demanding workload
- Demonstrable commitment to equal opportunities and equality in employment and service delivery
- Experience of providing complex information and advice to key decision makers, including service managers, Directors and elected members
- Well-developed interpersonal, persuasion and negotiating skills
- Experience of managing the delivery of programmes and projects
- Ability to see the bigger picture as well as attend to detail
- Knowledge and experience of extracting and manipulating data. This could be with a programming language like R, Python or SQL.

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed