Role Title	Data Analyst
Job Family	Place
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO3 – P04

Purpose

The role involves supporting the design and implementation of complex data processing, management, and analytics, as guided by the Senior Data Analyst and Lead Product Manager. This includes leveraging modern business intelligence technology and data practices to assist the council in achieving its objectives through the effective use of data. Additionally, the role requires providing helpdesk support for all services within Housing applications, as directed by the relevant leads. You will also be involved in the development and production of accurate, auditable reports and management information to ensure the delivery of reliable data insights. The role will also extend to providing support to the team on procurement and invoicing.

Generic Accountabilities	End Results/ Outcomes
Provide advice and make recommendations based on up-to-date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation, and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Follow the Government Digital and Data Profession Capability Framework (commonly referred to as DDaT - Digital, Data, and Technology) framework. Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised. Statutory and procedural obligations are fulfilled. Management decision making is supported.

Design and implement new data analysis and reporting solutions, including complex data modelling and analytics in Power BI and SAP Business Objects.	Comprehensive, accurate and flexible data analysis and reporting solutions are developed to meet agreed requirements.
Design, implement and manage new data processing pipelines including ETL solutions (extract, transform, load).	Available technology is used effectively to maximise the value generated from the Council's data. Data processing solutions are effective, secure, reliable and scalable. Business Intelligence and analyst teams in the Council can easily access and use data to analyse and report on the activity and performance of Council services.
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues. Agreed improvements are developed, delivered and evaluated. Issues and recommendations are brought to the attention of senior managers. Benchmark against best practice authorities and centres of excellence.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Develop and maintain comprehensive and accessible documentation to explain the technical details and design of new Business Intelligence solutions.	Implemented Business Intelligence solutions can be readily understood by other Business Intelligence team managers, and other Business Intelligence developers. Business Intelligence solutions can be easily maintained and updated when changes are required.
Maintain a good and up-to-date knowledge of Business Intelligence technologies and methods, and work with team managers to develop and assess options for change and investment.	Business Intelligence teams have a full understanding of new Business Intelligence technologies and methods. Options for change and investment are assessed and presented through business cases.
Ensure that new Business Intelligence solutions are developed and implemented according to the principles and requirements of the Data Protection Act 2018	Business Intelligence solutions are secure and compliant with the principles and requirements of the Data Protection Act 2018. Risks to the security and protection of personal and sensitive data are identified and resolved.

Co-operate with and support colleagues.	Colleagues are supported. Required information is provided.
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.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.

Job Specific Accountabilities:	***End Result/Desired outcomes***
To support all database users in Housing, through the maintenance of all systems, and implementation of key tasks	Efficient use of main systems
To support managers by scoping, developing and delivering essential snapshot reports and other management information using SQL queries and MS Power Tools	Robust management information
To provide accurate and timely information for all teams in Housing, and to support managers in extrapolating more accurate information from the system	Improved management information to assist with service planning, trend analysis, etc.
To work effectively in partnership with software companies and other third parties to enhance established systems and consider new options for delivery	Required information provided to all service users
To arrange for a suite of scheduled reports to be circulated to key staff on a regular basis, and a range of exception reports to identify anomalies in data and prevent customers being misled	Providing all managers and other service areas crucial information

Nature of Contacts

Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding

May involve direct contact with members of the public.

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.

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Procedural Context

- Work within a policy framework and regulatory guidelines, applying specialist knowledge of systems, procedures and best practice relating to Business Intelligence.
- Work to broad managerial direction to ensure performance standards and expectations are met.
- Deal with technical and contentious non-technical matters relating to the management and use of sensitive data and information, often requiring significant influence and persuasion of a complex range of stakeholders.
- Has responsibility for developing solutions to enable the monitoring and evaluation of performance across a range of sensitive, high-profile and statutory services, for making recommendations for change and for managing their implementation.
- Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.
- Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service.

Key Facts and Figures

Reporting to; Senior Data Analyst
Responsible for; N/A

Resourcing

Budget Responsibilities**: N/A**

Knowledge, Skills and Experience

- Experience or the equivalent combination of education and experience in using complex relational database.
- Knowledge and experience in reporting from housing management system databases using Toad to write Oracle SQL queries and other programming languages.
- Experience of producing Power BI Dashboards, Paginated reports and Business Objects XI reports.
- Experience in application support – First or Second-line support.
- Experience of working in a project environment with knowledge of different project methodologies.

- Knowledge of using different housing management systems including NEC Housing, NEC Document Management, MRI Jigsaw, Civica Cx etc.
- Hands on knowledge of configuring and enhancing modules and procedures in systems.
- Knowledge of Data Protection Act 2018 and UK-GDPR, information security and information governance policies and procedures.
- Strong IT, numerical and verbal skills.
- Ability to learn new systems and programmes quickly.
- Ability to communicate effectively at all levels with team members, senior officers and suppliers.
- Ability to analyse complex data, produce and interpret reports from the system and to provide timely management information.
- Ability to take the lead in implementing new initiatives and developments and assessing methods of maximising use of the system.
- Good understanding of how systems and IT can increase business efficiency and improve customer services.
- Good analytical skills to identify problems and to suggest solutions.
- Ability to establish and promote the optimum use of data on the system, ensuring accuracy and maintaining data integrity.
- Ability to negotiate with internal and external suppliers and the user base.
- Ability to effectively train others in the use of systems.
- Ability to work with minimum supervision and deputise as necessary for the team manager

Indicative Qualifications

- Degree in Computer Science or related field or equivalent experience in related roles
- 5 GCSE's or equivalent qualifications including Maths and English
- ITIL, Agile or Prince2 qualification (desirable)
- MS Power Tools including Power BI (desirable)

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.