Role Title	**Lead Analyst – Children's Social Care & Education**
Job Family	**Business Intelligence**
Competency Level	**Principal Officer/Manager**
Pay Scale	**PO7**

Purpose

- To lead the design and delivery of modern data analytics and reporting solutions in order to empower service managers and decision-makers with actionable intelligence and insight.
- Develop and maintain a suite of self-service data products for a range of stakeholders both internal and external to the council.
- Lead the development and delivery of programs aimed at improving the availability, accessibility, timeliness and usability of data and intelligence across the Council.
- Utilise modern business intelligence technology, data and insight practices to support council objectives, enabling the monitoring performance, identifying trends, providing evidence on demand, financial effectiveness, outcomes and developing hypothesis supported by predictive modelling.
- Manage a team of analysts to deliver a high quality data and analytics service.

Generic Accountabilities	**End Results/Outcomes**
Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.	The service is delivered to the quality, Council, professional and legislative standards required. Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements. Corporate strategies are effectively implemented within area of responsibility. Service delivers excellent customer service.
Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.	Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise. Responses to major corporate or partner initiatives / complex operational issues are managed effectively. Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management. Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.

Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff. The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales. Effective team meetings take place to required timescales. Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including, equipment, people, and systems are utilised optimally and efficiently. Budgets are planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
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.
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.
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.
Job-specific Accountabilities	**End Results/Outcomes**
Develop and manage a team responsible for data analysis and reporting.	The team is highly competent, effective, motivated and outcomes focussed.

	Team plan / backlog supports prioritisation and stakeholder expectation management. Members within the team are provided with continuous support and advice, driving training and development of technical skills within the team
Lead and be responsible for the statutory reporting cycle, quality assurance and regulatory data readiness. Enable operational leads to identify and correct data quality and integrity issues. Ensure service own and sign off data submissions of all types.	Services are confident and speak with confidence about their data. Services understand their roles and responsibilities regarding data including the need to ensure it is up to date and timely. All data requirements follow appropriate governance paths for agreement and sign off. All statutory requirements are completed within timescales.
Extract, manipulate and integrate data so that it can be used effectively for analysis and reporting	Data is transformed into a consistent and usable format for analysis. Knowledge and actionable information is extracted from data
Design and develop complex data models and processes to enable comprehensive and accurate reporting. Reporting is kept reliable. Definitions are agreed with service leads.	Data modelling and analytics are designed and developed based on a good understanding and assessment of relevant issues and the potential options. Data models and analysis exploit new developments and improvements in Business Intelligence technologies, approaches and methods. Services have confidence in their data and data products.
Lead the development of visual reports, dashboards and presentations to provide actionable data and insights for managers and decision-makers.	Reports and dashboards are presented in a highly-visual format that provides clear and accurate insight and analysis. These products give decision makers evidence to support their conclusions.
Conduct analysis of data, draw up conclusions that are insightful by writing accessible reports that support interpretation of findings to support decision making.	Managers and decision makers are able to make informed choices based on the reports and dashboards received.
Prepare responses to complex requests for information and analysis, including Freedom of Information responses.	Requests for information and analysis are responded to efficiently and effectively Freedom of Information responses are supported and delivered within the time limit for compliance
Proactively drive and support innovating the council's use of	New sources of data are accessed and analysed (including digital sources).

data to produce actionable intelligence for service and performance improvement.	New tools, methodologies and practices are used and embedded. There is continuous improvement in the use of insight across the council.
Ensure that the Council complies with statutory reporting requirements within the postholder's area of responsibility, including the requirements of government departments and regulators. As far as possible create and maintain automated solutions. Develop self-service end points that allow services to monitor performance and data quality.	Develop, implement and embed improvements to statutory reporting programmes Statutory reporting requirements and other relevant provisions are observed, including council policies and procedures
Proactively identify the need for data, information and analysis in response to changing national or local policies and priorities	The Business Intelligence team is able to advise Council decision-makers on changes in the local and national context. Policy changes are reflected in reports and service planning
Identify and implement opportunities for improvements which enhance the organisation's ability to collect, analyse and act on data and insight	Innovative ways of sharing and communicating data and information between Council departments and partners are implemented Data and information for members, officers and partners is kept up to date and relevant
Build and maintain excellent relationships with stakeholders to develop a strong approach to using data in all aspects of operational work.	Service teams have close and constructive relationships with all key partners, stakeholders and users of data analysis and reporting. Key stakeholders express high levels of satisfaction with the analysis and recommendations.
Coordinate activity to prepare for and act on the findings from service inspections that are relevant to the postholder's area of responsibility	The Council's performance against relevant inspection frameworks is evaluated and reported Action plans related to data and reporting requirements are prepared, agreed and implemented. Implementation is monitored and communicated effectively.
Ensure compliance with the Council's data quality framework and associated policies and procedures	The postholder understands their responsibility for data quality and complies with all relevant policies and procedures Any issues with data quality are detected, reported, escalated where necessary, and proactively resolved
Develop and implement processes to ensure that data is handled according to the	The postholder understands their responsibility for data security and data protection and complies with all relevant policies and procedures.

principles and requirements of the Data Protection Act 2018, including through Data Protection Impact Assessments	Risks relating to data security and data protection are identified, assessed and proactively resolved.
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	Data is disaggregated by equality group where available and required. Variations in need, experience and outcomes are identified, analysed and reported. Services receive information and advice about the completion of equality analyses. Action is taken within agreed timescales to ensure the Council complies with the performance and data requirements of the Equality Act

Nature of Contacts

Frequent contact with front line workers, Team Managers, Heads of Service.

Manage relationships with key stakeholders and delivery partners including negotiation of complex matters.

High levels of tact, sensitivity and diplomacy is required.

Procedural Context

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.

Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.

Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.

Post holder will oversee operational decisions.

Post holder will normally report into Head of Service.

Key Facts and Figures

Manage teams of staff.

Supervisory Responsibilities: Line management of a team normally 3 direct reports, the role will involve some other supervisory responsibility including on the job training and quality assurance of others' work.

The service delivery requirements of the Business Intelligence function requires the postholder to work a hybrid working style (Roaming and Front-facing) which will be a minimum of 2 days on site and up to 5 days on site as required by service needs and defined by line management.

Resourcing

Budget Responsibilities: None

Knowledge, Skills and Experience

Essential

- A deep knowledge and experience of Children's Social Care within a Local Authority data analytics context.
- Ability to manage the work, resources and outputs of other analysts, ensuring the team delivers a high-quality output
- Highly numerate, with excellent analytical and problem-solving skills evidenced by appropriate qualification and/or equivalent professional experience
- Substantial prior experience of analysing and reporting complex data and information, preferably within a public sector context. Including skills in the analysis and interpretation of large complex datasets
- Advanced understanding and experience of how data is organised and managed in complex business environments, including relational databases and data modelling
- Advanced knowledge and experience of complex data analysis tools and methods, including technology such as Excel, Power BI, SQL, R and/or Python
- Data integration and engineering - Hands-on experience building and operating production dataflows and pipelines in Microsoft Fabric or an equivalent cloud data platform. This includes connecting to SQL Server and other source systems, using SQL and Python to transform and validate data, using R for reproducible analysis, and monitoring and resolving refresh failures.
- Power BI semantic modelling - Hands-on experience designing, deploying and maintaining shared semantic models that support multiple reports and teams. This includes dimensional modelling, reusable DAX measures, row-level security, performance tuning and testing that outputs reconcile to source data.
- Ability to design and produce clear and compelling data visualisations in reports, dashboards and infographics

Desirable

- Knowledge and experience of Children's Education Services within a Local Authority data analytics context.
- 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
- Able to build strong relationships and networks and inspire confidence with elected representatives, senior leaders and managers from varying professional backgrounds
- Self-motivated, enthusiastic, and able to work with minimal supervision
- Creative and innovative
- Accustomed to managing conflicting deadlines and a demanding workload
- Experience of providing complex information and advice to key decision makers, including managers, Directors and elected members
- Ability to challenge assumptions and influence leaders/stakeholders in order to bring about successful change
- Experience of managing the delivery of programmes and projects
- Ability to see the bigger picture as well as attend to detail

Indicative qualifications

Essential

Educated to degree level or equivalent standard in a relevant field such as a Mathematics or a relevant field, Science or Engineering.

Evidence of Continuing Professional Development

Desirable

Professional qualifications such as Microsoft Certifications in relevant areas.

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 that 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.