

Role Title	Apprentice - Business Intelligence Administrator
Job Family	Business Intelligence
Competency Level	Level 3
Scale	Business Administration Level 3 Apprentice
Length of contract	19 months
Purpose To assist in the delivery of the councils Business Intelligence functions. This includes supporting with the monitoring and reporting of children's social care services at the council. This work will involve a variety of administrative and analytical tasks related to the councils use of data and information.	
Generic Accountabilities	End Results/ Outcomes
Maintain and distribute a range of datasets and performance reports.	Specified datasets and performance reports are produced accurately and clearly presented. Datasets and performance reports are distributed to the intended recipients in line with agreed standards and timescales. Review is sought where necessary.
Respond to ad-hoc requests for information / data.	Prepare data requested from a variety of sources. Ensure all responses are recorded, distributed and processed correctly.
Assist with the administration of the wider team.	Help with the administration of the wider team, including responding to emails, taking notes / minutes and organising meetings and diaries.
Organise and maintain digital records and documents using the appropriate council process / system.	Digital records / information are well organised and accessible. New processes will be documented, and old process documents will be kept up to date. Data is stored in the correct locations. All materials are produced to the required legislative and or Council standards and timescales. Ensure all recorded information is accurate.
Contribute to the completion of statutory reporting requirements, including data returns required by government departments and regulators.	Tasks allocated to the postholder are completed in line with agreed standards and timescales. Data prepared by the postholder pass relevant data quality and validation checks. Issues and risks are resolved or escalated as appropriate.

Act in accordance with all policies and procedures which apply to the job and understand the reasons for them.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Create monthly dashboards of key performance indicators using Excel.	Specified dashboards are produced accurately and clearly presented. Assist with the managed migration to new reporting software.
Taking notes / minutes during team meetings	Attend and take notes at team meetings. Ensure that actions are recorded properly and distributed after the meeting.
Monitor automated reports	Assist in monitoring of various reports, checking that they are running correctly and any issues are dealt with as quickly as possible.
Responding to data requests	To assist the team in responding to statutory and ad-hoc requests for data and analysis.
<p>Nature of Contacts</p> <p>Regular contact with colleagues and managers in the Families Intelligence service.</p> <p>Supporting and liaising with internal customers in other Directorates of the Council, including team and service managers.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Procedural Context</p> <p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Work within laid down procedures but needs to deal with day-to-day problems without always referring to others.</p> <p>Decisions will be made based on Council procedures.</p> <p>Information and analysis prepared by the postholder is used by members, officers and partners to inform the prioritisation, planning, delivery and evaluation of Council services</p> <p>The postholder will be allocated to support a specific service area. The post will be office based</p> <p>Reports to: Lead Analyst (Families)</p>	
<p>Resourcing</p> <p>Budget Responsibilities: Nil</p> <p>Supervisory Responsibilities: Nil</p>	

Knowledge, Skills and Experience

- Good overall knowledge of Microsoft office applications (in particular, Microsoft Excel).
- Good organisational skills and the ability to prioritise workloads and achieve deadlines.
- Good verbal and written communication skills.
- Numerate and accurate with attention to detail
- Relevant experience which demonstrates ability to undertake role.
- Good working knowledge of relevant processes and systems and awareness of policy and procedure framework.
- Understanding of the wider roles and responsibilities of the council.

Indicative Qualifications

English and Math GCSE (or equivalent) A-C.

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.