LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Business Intelligence Analyst	Grade:	PO3
Reports to (Designation):	Business Intelligence Manager	Grade:	PO8
Directorate:	Children & Young People Directorate	Section:	Strategy & Improvement

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Main Purpose of the job:

To deliver developer and analytical support across Children and Young People's Directorate using various software applications including Power BI, Business Objects, LCS/EHM.

Managing the development of sophisticated Business Intelligence dashboards and visualisation tools to inform service and directorate wide reporting and management information priorities.

Support the management of verification of outcomes for families and the submission of Payment by Results claims including the audit of such claims.

Identify, collect, process, interpret and visualise performance information from a range of diverse sources in a way that is easy to interpret by management, operational staff and residents, to enable improved operational and strategic decision-making as well as to track the impact and outcomes of service delivery on residents.

To drive the implementation of consistently high quality service standards and levels of customer service and monitor performance.

Work in partnership with service managers, staff and other stakeholders to promote and develop a co-ordinated approach to performance management.

Liaise with partners to ensure information management and governance arrangements are sound and to ensure data quality standards are established, maintained and regularly tested.

To produce and present written reports, statistical analysis, and briefing notes to inform Service Improvement across the Children and Young People's Directorate.

Summary of Responsibilities and Personal Duties:

The Business Intelligence Analyst will:

- Construct and effectively communicate data stories using data visualisation techniques and narrative storytelling with the use of Business Objects and equivalent software.

- Ensure delivery of a high quality user experience, including fit for purpose systems, and high standards of access, availability, usability, usefulness and excellent standards of data.

- Lead as necessary in the development and roll-out of new performance management frameworks or indicators across the directorate.

- Lead in the design, development, implementation and administration of the management information systems for the directorate, which will deliver useful information and analysis for use by members, management, staff and residents.

- Lead on the data insight status changes for new campaigns for families generated by the Supporting Families Programme, as well as service and directorate wide management information priorities.

- Managing the status changes of families on the Supported Families programme and ensuring progress towards Payment by Results is being appropriately recorded using BI techniques.

- Tracking progress towards programme targets and identification of risks to programme by providing estimates and projections on the proportion of identified supported families who will meet defined success criteria within target timescales.

- Work with commissioners, operational and strategic service lead officers across organisations to understand the requirements to be met in setting up and maintaining the Supported Families data set and performance framework.

- Keep up to date and well informed of the statutory performance management frameworks relevant to services across the directorate.

- Produce and present written reports, statistical analysis, briefing notes and presentations to assist the Chief Executive, Executive Director, Heads of Service and operational managers in interpreting and engaging with data and performance management.

- Innovate in the presentation of data through techniques such as info-graphics and geo-mapping.

- Devise reports and analyse information in order to comply with statutory and non-statutory performance reporting.

- Hold or develop expertise and be responsible for the administration and data quality for the management information systems used across the Children & Young People's Directorate.

- Comply with Information Governance requirements as the post holder will be handing sensitive information on a daily basis for thousands of children, young people and vulnerable adults.

- Deliver training to colleagues across directorates on how to use, understand and analysis performance data, management reports and systems that colleagues and managers will access

- Be responsible for the collection, collation, verification and analysis of data to support operational and strategic decision making at all levels in the Council. To research, prepare and present reports on the above where required

- Take a lead role in the development, management and reporting from performance management systems. This will include utilising new technological developments to more efficiently and effective capture and report on information.

- Support in the interpretation of central government, council, Ofsted, and other statutory authorities requirements/ guidance/ legislation in relation to statistical and management information and relevant policy changes.

- Lead on developing new and creative ways to report quantitative and qualitative information and identifying causal links between service delivery and outcomes.

- Assist and contribute analysis of relevant data to shape and underpin service reviews and re-designs in order to deliver savings and to improve outcomes for residents.

- Develop and improve methods of presenting and distributing management information to service units including visual presentations and using a wide range of software.

Provide support as directed to facilitate the activities and functions of the team.
- To undertake any duty as required, commensurate with the level and grade of the post.

Internal Contacts: This will include Members, Chief Executive, Executive Directors, Heads of Service other Service Group Managers and all staff across the organisation

External Contacts: This will include other Public Sector Organisations, e.g. Local Trusts, CCG, Government Departments, for example the Home Office, DfE, DWP, Cabinet Office, DCLG. Voluntary Sector Organisations.

As a Lewisham Officer you will:

- Be responsible for professional advice and support in the service area to deliver in partnership with others the councils vision, values and ways of working.

- Ensure the delivery of identified service objectives and continuous improvement of service targets.

- Ensure performance and quality improvement through supporting and nurturing others to lead and manage innovative approaches to achieving results.

- Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

- Carry out these and any other duties within the scope of the post flexibly and with full regard to the confidential nature of the post.

- All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

- All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

- Assist in carrying out the Council's environmental policy within the day to day activities of the post.

- Undertake other duties, commensurate with the grade, as may reasonably be required.

- To carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.

- All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Consideration will be given to making reasonable adjustments for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: N/A

Title:	Grade	No of posts

Number of partially managed staff: N/A

Title:	Grade	No of posts

JOB TITLE: Business Intelligence Analyst   **POST NO:** tbc

DEPARTMENT: Strategy & Improvement   **GRADE:** PO3

<u>Note to Candidates</u>
The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community
Understanding of how equality and diversity relates to this post

General Education
Educated to degree level or relevant experience in related field such as Computer Science, Mathematics/Statistics or Business Intelligence.

Ability & Skills

Ability to think analytically, to create and use concepts to explain and interpret situations, link pieces of information, create and communicate a rich pool of ideas and positive practical action to deliver the vision.

Ability to work in a pressurised environment, manage competing priorities and deliver on service provision, and projects within changing circumstances and priorities.

An understanding of relationship management and the capacity to establish and maintain effective communication and working relationships.

A good understanding of the context of the Supported Families Programme and its relationship with partner agencies. **S**

Ability to summarise, analyse and evaluate complex information. **S**

Strong numeracy skills, experienced at data manipulation and highly analytical.

Ability to develop management information reports to meet the needs of various client groups – statutory, corporate, senior management and operational.

Ability to work in partnership with a range of local and national bodies to further the Council's objectives.

Experience and Knowledge,

Proven experience of building positive relationships with a range of both internal and external stakeholders, understands political drivers and the role of Members.

Experience in collating, quality assurance, manipulating and reporting on data for senior management and other audiences. **S**

Demonstrable ability to present succinctly and confidently to a range of professionals in a range of forums.

Proficient in understanding corporate, industry and professional standards, policies, regulations, compliance and codes of conduct associated with the role.

Maintains an awareness of developments in the industry and takes initiative to keep skills up to date. **S**

Writing and delivering reports for formal bodies such as Council committees and partnership groups.

Undertaking research of various kinds including of a statistical nature and to prepare coherent reports and briefings based on findings.

Technical Experience

Appreciation and understanding of relational databases, from which data is drawn for example Education, Children's Social Care Databases – such as Liquid Logic. **S**

Experience or knowledge of script writing to obtain data in SQL, Business Objects or similar applications **S**

Has in-depth technical expertise in business intelligence software including visualisation and dashboard creation e.g. PowerBI. **S**

Demonstrates an understanding of current developments in the application of Information Systems and is able to assimilate and interpret information from specialists - operational and strategic leads or otherwise

Expert in understanding and using software which enables the user to manage complex data hierarchies and visualise multiple large datasets.

Proficient in understanding and applying tools and techniques which can be used to analyse data and assist in creating a logical entity model, and generating a physical database using solutions such as Power BI.

Knowledge or experience of developing data visualisation in infographics using Geo-Mapping software **S**

Experience of advanced ICT skills particularly in the use of relational databases, spreadsheets and the automation of reporting from MIS. **S**

Personal Qualities
Candidates are expected to adhere to Lewisham's values

Circumstances

N/A

DBS Disclosure Required?   **No** | x | **Basic** | | **Enhanced** | |

(Tick as appropriate – guidance available from your HR Advisor)

Physical
Generally candidates must meet the standard Lewisham requirements for the post