

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	Business Intelligence Lead	Grade: PO7
Reports to (Designation):	Systems & Intelligence Manager	Grade: SMG1
Directorate:	CYP	Section: Strategy & Improvement

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#### Main Purpose of the job:

- To lead the creation and presentation of service information to drive improvement
- To build and maintain dashboards in Power BI and other systems. Using various tools for visualisation and Liquid Logic SQL/SSRS and other systems to extract and provide all necessary information as required for local need and statutory reporting
- To provide performance data to support statutory & regulatory inspections and performance management across the directorate
- To undertake training to become a super user of relevant ICT systems.
- To project manage performance improvement activities/projects ensuring that good change management principles are incorporated into the implementation plans.
- To be an expert in and stay abreast of legislative changes that impact the reporting of information including statutory returns in social care, education, Youth Justice and SEND.

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#### Management Roles & Expectations:

##### Team Manager

##### As a team manager you will:

1. Adapt the planned delivery of services to ensure the needs and priorities of the directorate are met
2. Monitor and review directorate outcomes ensuring effective delivery of personal and team objectives.
3. Ensure the continuous improvement in services using creative and informative inventions as well as effective performance and quality management.
4. Plan, deploy and co-ordinate people resources to meet changing operational needs.

#### Summary of Responsibilities and Personal Duties:

1. To lead, plan, develop and deliver a specialist team providing data reporting, analysis, insight and intelligence support to the Children & Young People's Directorate. To initiate, lead, drive forward and project manage complex processes and performance improvement activities/projects.

2. Proactively investigate, benchmark, review and keep up to date with developments in relevant practices and procedures.
3. Deliver projects to build data analysis and predictive models to support council objectives.
4. Ensure that management, officers and partners receive high-quality insight into:
  - the characteristics and needs of the local community and specific service user groups
  - the quality of Children & Young People's services
  - progress towards achieving the priority outcomes of the Directorate
5. Ensure that the Directorate complies with statutory data reporting requirements, including the requirements of government departments and regulators such as OFSTED. Ensure compliance with all internal and external standards.
6. Ensure the Directorate is well-prepared with performance and self-assessment information required for service inspections, and actively addresses inspection findings.
7. Proactively gather the views of internal and external stakeholders. Where possible, incorporate their views when planning system and process improvements, as well as training.
8. Deliver training and support to the team and the wider directorate to enable effective use of performance information, dashboards and other performance information.
9. Manage, monitor and report a diverse range of performance indicators across the Service. Produce corporate annual service performance targets and explanations for variances when necessary. Facilitate internal and inspections accounting for performance reported and monitoring systems. Complete and report statutory performance returns.
10. To ensure that the work of the team is quality driven with the highest standards of performance.
11. Support the development of service plans to meet strategic business goals. Ensure compliance with all internal and external standards. Ensure the development and delivery of continuous improvements in all aspects of the service.
12. To carry out full management responsibilities including PES, coaching, staff development and recruitment as required.
13. To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.
14. All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.
15. 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.
16. Assist in carrying out the Council's environmental policy within the day to day activities of the post.

17. Represent the Head of Strategy & Improvement at relevant meetings, producing reports and providing advice.
18. Undertake other duties, commensurate with the grade, as may reasonably be required.

Internal Contacts: These include regular liaison with Senior Managers, Directors, Members and officers within own and other Directorates. Key stakeholder's partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery.

External Contacts: This will include Statutory Undertakers, other Authorities, the public and press, MPs, IT companies, developers, consultants, solicitors, HM Land Registry, Local Government Association, and voluntary organisations.

Consideration will be given to restructuring the duties of this post for a disabled postholder

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

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Number of fully managed staff:

Title:	Grade	No of posts
Performance Analyst	PO3	3-5

Number of partially managed staff:

Title:	Grade	No of posts
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## PERSON SPECIFICATION

**JOB TITLE: Business Intelligence Lead**

**POST NO:**

**DEPARTMENT: Strategy & Improvement - CYP**

**GRADE: PO7**

### Note to Candidates

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.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

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.

### **Equal Opportunities**

- Commitment to implement the Council's Equal Opportunities policies.
- Awareness of Equal Opportunities issues. **S**

### **Knowledge**

- A broad appreciation of Children Social Care and/or Education legislation, practices, procedures, and related Council policies. **S**
- Advanced knowledge and experience of complex data analysis tools and methods, including technology such as SQL writing, Power BI development from (initiation to design and implementation) and Excel. **S**
- Thorough understanding of the requirements of GDPR and the Data Protection Act 2018, with ability to lead, design and implement processes to ensure compliance. **S**
- Advanced understanding and experience of how data is effectively organised and managed in complex business environments, including relational databases and data modelling. **S**
- Extensive knowledge of project management techniques and tools. **S**

### **Aptitude**

- Ability to take a proactive and innovative approach to service development implementing change in a positive manner.
- Creative, curious and innovative
- Ability to respond to wide ranging enquiries from the public, Members, MPs and others.
- Ability to use own initiative, to think through problems analytically and make independent decisions.
- Ability to manage diverse teams of staff engendering excellent teamwork to achieve objects and performance targets.
- Ability to negotiate with senior managers, software suppliers and other stakeholder groups.
- Ability to give advice confidently and with sensitivity.
- Ability to maintain strategic focus and direction irrespective of the day to day short term demands on attention.

**Skills**

- Excellent communication skills - able to translate technical concepts and complex data and analysis into clear, accessible and actionable information for senior leaders and non-technical audiences.
- High level of competence to balance and prioritise conflicting responsibilities. Ability to work to challenging short term deadlines whilst managing a daily, weekly, monthly and quarterly workload for the directorate as a whole
- Excellent interpersonal skills for effective working relationships.
- High level of organisational and multi-tasking skills.
- ICT Skills

**Experience**

- Proven track record of initiating and/or managing projects to deliver efficiency and/or budgetary savings.
- Highly numerate, with an analytical mindset - experienced in using data to solve problems and to drive change and improvement. **S**
- Experience of leading the development and implementation of data-driven performance management frameworks. **S**
- Experience of engaging positively with various stakeholders and community groups. **S**
- Experience of delivering ICT programmes and managing their implementation. **S**
- Experience of translating frontline practice and operational activity into clear, accurate statutory reporting requirements, ensuring compliance with legislative and regulatory standards.

**General Education**

- Degree or equivalent, or vocational qualification, in relevant subject or area to support this demanding role.

**Personal Qualities**

- Resilience and drive to meet the evolving demands and conflicting pressures of the post.
- Highly motivated to support the development of the Service, providing responsive high-quality work whilst meeting deadlines.
- Commitment to the Council's public service orientation in service provision.

**Circumstances**

Attendance at occasional evening Committee meetings, Liaison Groups and other Public Meetings. Excellent attendance record.

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

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

**Physical**

Generally candidates must meet the standard Lewisham requirements for the post