

JOB DESCRIPTION

Post Title: Adult Services Information Analyst		Service: Adult Services		Office Use	
Grade: 7		Workplace: County Hall		JE ref: 4240	
Responsible to: Information and Performance Manager		Date: October 2022	Manager Level		HRMS ref:
Job Purpose: The Information and Performance service is part of the Council's corporate Adult Services area. The purpose of the Adult Services Information and Performance service area is to help create a county that works for everyone, by: <ul style="list-style-type: none">• Creating data driven insights that support operational, strategic and policy decision making.• Identifying opportunities to improve the services the council delivers for communities, residents, businesses and visitors.• Supporting services make changes needed to deliver high priority improvements.• Take ownership for delivering significant council and county wide programmes and one-off interventions. To support achieving this purpose the Information Analyst will be required to: <ul style="list-style-type: none">• Provide high quality Business Intelligence support for the Council, undertaking complex data analysis, interpretation and presentation of internal and external information.• Develop effective evidence-based strategies to support Performance Management, Performance Improvement, Transformation and Policy Making.• Ensure information governance standards are upheld and maintained.• Working closely with colleagues from across the council playing an active role in sharing good practice council wide. The Information and Performance service has a county wide remit specifically linked to Health and Social Care within Northumberland. The ability to deal with ambiguity, complexity and diversity will be a key requirement of this role.					
Resources	Staff	Indirectly responsible in a matrix structure for coordinating resources and sharing good practice.			
	Finance	Contribute to the efficient and effective running of the team			
	Physical	Day to day responsibility for allocated resources, PC, office equipment etc.			
	Clients	Public, NCC employees and external partnerships (ICB, NHCT, CNTW)			
Key Responsibilities 1. To design, develop, maintain and utilise business information and intelligence systems for the council and to apply specialist analytical and statistical methods to highly complex data from a variety of sources. 2. Utilise Business Intelligence assets and techniques to support effective performance management and reporting, inform strategic (policy, commissioning, transformation) and operational decision making. 3. Working with the Information and Performance team to complete strategic analysis of service delivery, financial and workforce information to create the evidence base for the Adult Services strategic service review programme. 4. Utilise information and intelligence systems to support behavioural and cultural change. 5. To support the development of the council's enhanced performance management system in Tableau and PowerBI. 6. To present complex statistical information and national legislative data to a variety of audiences and communicate complicated information management issues to a range of internal and external partners, including elected politicians. 7. To identify issues relating to data quality and work with data providers to implement processes and procedures which define and address these data quality issues. 8. To establish and maintain ICT information systems, including databases, PowerBI, Tableau and new software solutions. 9. To work in partnership with colleagues both internally and externally, including Public Health, Information Services, regional ADASS forums, CQC, LGA, Northumberland Safeguarding Childrens and Adults Board (NCASP). 10. To take part in professional development and training as identified and to attend relevant conferences/ seminars/workshops as and when requested. 11. Other duties appropriate to the nature, level and grade of the post.					
Work Arrangements					
Transport requirements: Working patterns: Working conditions:		The post has a county-wide remit, therefore this post requires frequent attendance at county-wide sites. The post also requires regular attendance at regional sites and occasional attendance to national sites. Normal office hours but flexi-hours will apply subject to the availability of adequate cover. Office administration / use of monitor. Delivery of activity / presentations to communities and or professionals. Extensive periods of concentration in analysis of data and development of reports.			

PERSON SPECIFICATION

Post Title: Adult Services Information Analyst	Director/Service/Sector: Adult Services	Ref: 4240
Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> Undergraduate qualification Evidence of experience working with Government statistics in a Local Authority or Central Government setting OR equivalent experience in Healthcare OR equivalent experience in the Private sector. Working knowledge and experience of infographic development and data visualisation and application to a range of complex issues. IT knowledge / Qualifications in SQL, Power BI (including Power Query), Microsoft Fabric, Excel, PowerPoint, Word, databases, Tableau or similar platforms. Evidence of continuing personal and professional development. Knowledge of information management and analysis. Knowledge of statistical techniques and methodologies and best practice. Knowledge of data security and confidentiality issues. 	.	(i), (a)
Experience		
<ul style="list-style-type: none"> Experience of analysis of highly complex data. Experience of creating and updating performance monitoring templates, providing local performance reports and infographics from national, regional and local data sources. Aware of Data Protection principles and requirements. Experience of working with complex data sets with public and / or private sector organisations. Evidence of strategic thinking – the ability to anticipate and problem solve. Experience of working in a multi-disciplinary environment. 	<ul style="list-style-type: none"> Experience of preparing, considering and submitting work proposals and tenders. 	(i), (a)
Skills and competencies		
<ul style="list-style-type: none"> Ability to analyse very complex quantitative and qualitative data, where material may be conflicting. Excellent skills in critical appraisal, data analysis and interpretation. Recent evidence of skills in using maps and interactive dashboards. Experience of creating and giving presentations drawing on complex business intelligence issues, to a varied group of internal and external stakeholders. Sufficient maturity to handle situations as they arise, including dealing with enquiries from partners, other organisations, employers, councillors and members of the public. Makes rational judgements from the available information and analysis. Monitors performance against deadlines and milestones. Knowledge and understanding of a range of ICT software, including SQL, Power BI (including Power Query), Microsoft Fabric, Excel, PowerPoint, Word, databases, Tableau or similar platforms. 	<ul style="list-style-type: none"> Advanced ICT skills. Data visualisation and/or infographic skills. 	(i), (a)
Physical, mental, emotional and environmental demands		
<ul style="list-style-type: none"> Commitment to high standards of professional performance. Normally works from a seated position with some need to walk, bend or carry items. Need to maintain general awareness with lengthy periods of enhanced concentration. Contact with public/clients/ partners and internal employees 		(i), (a)

<ul style="list-style-type: none">• Ability to work to strict deadlines, dealing with conflicting demands, prioritising workload effectively.• Ability to support colleagues, resolving conflict, motivating and managing change.		
Motivation		
<ul style="list-style-type: none">• A Team Worker.• Displays a methodical approach.• Dependable, reliable and keeps good time.• Displays and encourages high standards of honesty, integrity, openness, and respect for others.• Willingness to acquire new skills and abilities.• Can work with minimum direct supervision.• Able to exercise discretion and seek advice when necessary.• Assists with the training and mentoring of less experienced staff.• Manages own time effectively.• Tackles problems systematically.• Ability to work under pressure to meet deadlines.		(i), (a)
Other		
	Ability to fulfil the transport requirements of the post.	(i), (a)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g., case studies/visits

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.