

Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b> Technical Analyst	<b>Director/Service/Sector</b> Children's Services Group		<b>Office Use</b>
<b>Band:</b> 5	<b>Workplace:</b> County Hall		<b>JE ref:</b>
<b>Responsible to:</b> Senior Technical Analyst / Project and Intelligence Lead	<b>Date:</b> June 2021	<b>Manager Lever:</b> N/A	<b>HRMS ref:</b>
<b>Job Purpose:</b>  Designs programs and program modifications from supplied specifications to develop the Council's and partners' data and intelligence on outcomes regarding Northumberland's children, young people and families. This would be delivered by contributing to the development, production and analysis of relevant statistical information within areas specified by the line manager and other senior managers, and providing support and advice in high profile inspections, such as the Ofsted ILACS. The post holder will have contact and influence over a wide range of services and partners.			
<b>Resources</b>	Staff	Has some responsibility for the work of others and for the allocation of resources. This may include mentoring graduates, internships and apprentices.	
	Finance	The post holder's duties may encompass the following:  1. Providing information to the finance team to help set budgets and assess the sufficiency of the funding Northumberland receives. 2. Contributing to Payments by Results initiatives which will generate income to the local authority of up to £1m.	
	Physical	This post is responsible for setting up medium – scale projects such as data collection and analysis systems, e.g. Troubled Families, which involve planning and monitoring for long term projects (12 months+),and ensuring that child-level data is secure and stored in accordance with Council data security procedures.  The post holder contributes to the processing and analysing of management information from large databases containing thousands of records, information from which is used to	

	<p>determine budget settings, funding formulae and inspection outcomes, and hence accuracy is of great importance.</p> <p>The post holder maintains and operates key corporate information systems, ensuring careful use of allocated tools and equipment.</p>
Clients	<p>Conduct presentations on performance management issues and needs assessments at senior fora such as Locality Manager meetings, and Senior Management Groups. This could involve making recommendations that require services to work in a different way or to do remedial work in order to meet targets.</p> <p>Provide innovative solutions sometimes at short notice, for example, in times of inspection, and be able to prioritise tasks of a varied nature in order to respond to requests required from senior management. This will often involve contributing in delivering these solutions as they often cannot be delivered by one person.</p> <p>The post holder plans work for others to undertake and supports other staff in their service planning and performance reporting. It has scope to exercise initiative often developing new initiatives, identifying appropriate methods of research, collating and analysing a range of data from different sources. They need to be able to deal with the emotional mind set of people who will often be senior to them.</p>
<p><b>KEY DUTIES:</b></p> <ol style="list-style-type: none"> <li>1. To contribute on reporting of trends and use of modelling techniques to provide forecasts.</li> <li>2. To understand the benefits and limitations of activity, performance, workforce and finance data.</li> <li>3. Develop data analysis by interpreting customer business needs and translating them into application and operational requirements.</li> <li>4. Design programs and program modifications from supplied specifications, using agreed standards and tools, to achieve a well engineered result.</li> <li>5. To prepare reports and represent the service in reporting on performance at relevant meetings.</li> <li>6. To represent the service at performance clinics to explain how data is pulled together and identify improvements.</li> <li>7. To contribute to the data aspects of bid preparation.</li> <li>8. To work with staff in Systems to develop I.T. systems to ensure the correct data is captured.</li> <li>9. Advise and assist less experienced officers in the performance of their duties, this includes graduates, internships and apprentices.</li> <li>10. To develop systems to capture softer intelligence, for example from audit and other QA processes.</li> <li>11. To contribute to the effective sharing of data from a variety of agencies.</li> </ol>	

12. Conducts investigations of operational problems, makes proposals for improvement and implements them when appropriate. Participates in reviews of systems performance, provides advice and assists.
13. To translate customer requirements into capturable data.
14. To contribute to development of business processes.
15. To participate in inspections and reviews.
  
16. Ensure knowledge is current on relevant projects .
17. To manage own work programme for management information returns to funders and other relevant bodies in a timely and accurate manner.
18. To contribute to a management information strategy and associated reporting to ensure that it underpins the principles of good data management and control, enables strong and timely performance management, avoids recollecting of data and use of local solutions, is cost effective and is properly extracted from the relevant sources.
19. To proactively develop performance reporting for the service including the use of new analytical tools such as tableau and infographics.
20. Deputise for line manager as required.
21. To be committed to equal opportunities and to comply with the County Council's diversity and equality policies. To be committed to safeguarding learners and follow policies, practices and procedures in relation to protecting children and adults.
22. To be committed to professional self-development making full use of training and development opportunities identified through appraisal. To ensure job knowledge is updated by participating in educational opportunities, reading publications, attending team meetings and participate in and maintain professional networks.

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. The postholder will be expected to travel to meetings within the North East region.

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**PERSON SPECIFICATION**

<b>Post Title:</b> Technical Analyst	<b>Assessment method</b>	
<b>Essential</b>	Key: (A) application form, (I) interview, (P) presentation, (R) references, (T) Ability Test before interview	<b>Desirable</b>
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li>Degree level in a related discipline or equivalent standard of general education, or equivalent work portfolio in a related field.</li> <li>Working knowledge and experience of infographic development and data visualization and application to a range of issues.</li> <li>Evidence of continuing development including taught or self taught methods.</li> <li>Evidence of competency in IT – Microsoft products, e.g. Excel, Access, and business intelligence software such as Tableau, Business Objects or Alteryx.</li> <li>Knowledge of at least one specialist programming language, eg SQL, Python or R.</li> <li>Knowledge of statistical techniques and methodologies.</li> </ul>	<p>Application form</p> <p>Application form</p> <p>Application form</p> <p>Application form</p> <p>Application form</p> <p>Interview</p>	<ul style="list-style-type: none"> <li>Up to date study in a subject containing a reasonable amount of IT and Statistics, or data handling. e.g. Visual Basic for Applications (VBA) or SQL.</li> <li>Formal Data Analysis qualification</li> <li>Tableau Training.</li> <li></li> </ul>
<b>Experience</b>		
<ul style="list-style-type: none"> <li>Evidence of working with and analysing large datasets.</li> <li>Experience of providing performance reports or infographics.</li> <li>Conveying business intelligence to a varied group of technical and non technical stakeholders.</li> <li>Demonstrable record of success in delivering business solutions.</li> </ul>	<p>Application form</p> <p>Application form</p> <p>Application form</p> <p>Application form</p>	<ul style="list-style-type: none"> <li>Training colleagues of varying IT literacy and numeracy.</li> <li>Competence in implementing and using web applications and database systems.</li> </ul>
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>Demonstrates creativity in applying solutions for the benefit of the customer.</li> <li>Ability to understand and develop the use of IT to achieve work objectives.</li> <li>Accuracy in the coding of computer software, sometimes produced under significant time pressures.</li> </ul>	<p>Application form</p> <p>Application form</p> <p>Application form</p>	<ul style="list-style-type: none"> <li>Training colleagues of varying IT literacy and numeracy</li> </ul>

<ul style="list-style-type: none"> <li>• Data analysis and interpretation.</li> <li>• Monitors performance against deadlines and milestones.</li> <li>•</li> <li>• Demonstrates an analytical and systematic approach to problem-solving and makes rational judgements from the available information and analysis.</li> <li>• Good negotiating skills</li> <li>• Ability to coach individuals effectively.</li> <li>•</li> <li>• Takes customer requirements into account when making proposals.</li> <li>• Communicates fluently orally and in writing and can present complex technical information to both technical and non-technical audiences.</li> <li>• Ability to handle situations as they arise, including dealing with enquiries from partners</li> <li>• Tenacity</li> <li>• Ability to analyse large data sets.</li> </ul>	<p>Interview</p> <p>Interview Interview</p> <p>Interview Interview</p> <p>Presentation before interview Reference</p> <p>Reference</p> <p>Reference Test before interview Interview</p>	
<b>Physical, mental, emotional and environmental demands</b>		
<ul style="list-style-type: none"> <li>• Need to maintain general awareness with prolonged periods of concentrated mental attention.</li> <li>• Ability to support colleagues</li> <li>• Commitment to high standards of professional performance.</li> <li>• Normally works from a seated position with some need to walk, bend or carry items, travel to different sites and attend meetings.</li> <li>• Use manual dexterity to produce and share information on screen whilst presenting to audiences at meetings.</li> <li>• Ability to work to strict deadlinesDependable, reliable, a good timekeeper and effective guide/mentor to subordinate staff.</li> <li>• Rapidly absorbs new technical information and applies it effectively.</li> <li>• Proactive and achievement orientated</li> <li>• Plans, schedules and monitors own work competently within limited deadlines and according to relevant legislation and procedures.</li> </ul>	<p>Interview</p> <p>Interview</p> <p>Reference Reference</p> <p>Reference</p> <p>Reference</p> <p>Reference</p> <p>Reference</p> <p>Reference</p> <p>Reference</p>	<ul style="list-style-type: none"> <li>• Commitment to the culture of continuous improvement and partnership working</li> </ul>

	Reference	
<b>Motivation</b>		
<ul style="list-style-type: none"> <li>• Able to exercise discretion and seek advice when necessary.</li> <li>• Training and mentoring of less experienced staff.</li> <li>• Tackles problems systematically.</li> <li>• A Team Worker.</li> <li>• Displays a methodical approach.</li> <li>• Dependable, reliable and keeps good time.</li> <li>• Displays and encourages high standards of honesty, integrity, openness, and respect for others.</li> <li>• Willingness to acquire new skills and abilities.</li> <li>• Can work with moderate direct supervision.</li> </ul>	Interview Interview Presentation before interview Reference Reference Reference Reference Reference	