Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Workforce Information Analyst | | | **Director/Service/Sector:** HR/OD Directorate / Improvement and Innovation / Business Intelligence and Performance | | **Office Use** |
| **Band: 6** | | | **Workplace:** County Hall / Agile | | JE ref: 3161  HRMS ref: |
| **Responsible to:** Business Intelligence Lead Analyst | | | **Date:** May 2016 – Updated January 2021 | **Lead & Man Induction:** |
| **Job Purpose:** To be responsible for the provision of a comprehensive information analysis and collation service for the HR service within the Council. To ensure that all data relating to the workforce of the council is processed and reported to a high quality with responsibility for the provision of regular reports and performance data relating to the workforce across the Council. To support the Workforce Information and Planning Manager with a wide range of data analysis to facilitate and achieve successful workforce planning processes for NCC. | | | | | |
| **Resources** | Staff | Whilst not directly line managing staff, this post provides support and vital information for a range of senior colleagues including Heads of Service, Directors and multi-agency partnerships, supplying them with analysis of data and information to help support decisions and self evaluation. The post is required to deputise for the Workforce Planning & Information Manager and lead on small and medium scale projects. The post holder needs to be able to support the corporate values of the Council and to work effectively with a wide range of staff, many of them at a very senior level. Will also be required to mentor HR staff in relation to data/information. | | | |
| Finance | | Whilst not managing budgets, the post produces data analysis that contributes to the evaluation of value for money and produces management information that is used to set budgets. It also provides analysis required for inspections, often required urgently. Responsibility for the provision of key workforce data which will be used by Directors/Heads of Service in the provision of their Workforce Planning and budget setting for up to 5 years.. | | | |
| Physical | | Responsibility for the collection and maintenance of records in large databases. The post holder will maintain statistical reports containing thousands of client records of a very sensitive nature, e.g. detailed sickness data. . Responsible for the design and development of key HR dashboards including Oracle Business Intelligence (BI). | | | |
| Clients | | Directors, Senior Managers, Heads of Service, Head teachers, wide range of staff and managers across the council and its partners. Ensure compliance with relevant legislation, council policies and procedures. | | | |
| **Duties and key result areas:**   1. To be responsible for the provision of a comprehensive information analyses of all workforce related data for Northumberland County Council. 2. To ensure that the provision of workforce information is of a high standard and is reported in line with set standards for reports and format of reports to support the delivery of performance standards for HR and the wider authority. 3. Undertake automation of data production to make processes more efficient, e.g. to develop workforce data reports which can be used on site by frontline services and senior managers. 4. To collate and respond to data enquiries in relation to workforce information in a wide variety of formats including formal requests, ad-hoc requests, Freedom of Information requests and information to be provided to Directors/Heads of Service. 5. To maintain/update and develop the Job Evaluation databases and spreadsheets and supporting the HR Co-ordinator with this as and when required. 6. Design, development and production of reports analysing detailed workforce information, drawing out the significance and limitations of quantitative and qualitative information. 7. To be responsible for any data quality exercises as required to ensure quality, consistency and accuracy. 8. To be responsible for any audit of data exercises as required to ensure quality, consistency and accuracy. 9. To be responsible for the collation, provision and checking of data to internal and external sources as required. 10. To provide advice and support to the HR team in relation to workforce information analyses, completing reports and offering analysis support as required. 11. Respond to more complex or detailed enquires both verbally and in writing. Maintain databases and spread sheets, producing reports as requested, often to Senior Officers, using a variety of methods including charts and tables. 12. Gather from HR colleagues or ebusiness and enter data into spread sheets databases and other electronic information storage systems, extract and distribute information 13. Provide and manipulate often large amounts of data into a report format in response to FOI requests, sickness reporting, benchmarking and other similar data enquiries (including statutory returns), liaising with colleagues from other departments as appropriate, and external agencies e.g. other local authorities, other government departments, CIPFA on a regular basis. 14. Undertake statistical analysis to benchmark data, often to an advanced level and possibly requiring complex mathematical and technical skills. 15. To run more complex reports which will require further manipulation with advanced spreadsheet skills (e.g. the use of involve using formulae, lookups). 16. Produce documentation for HR colleagues and managers using a range of office automation applications such as Google Apps, MS Excel, Word and Outlook. 17. Suggest improvements to electronic systems, processes and methods of data collection, storage and retrieval. Provide colleagues with technical support. 18. To undertake statistical research, data input and analysis and provide support to others as required. 19. Lead on small and medium scale projects, taking projects forward increasingly as the sole responsible person and ability to face new challenges. 20. Responsible for the adaptation, design or development of HR information systems, forms and processes 21. Responsible for the design and development of key corporate and service level information systems e.g. oracle business intelligence, 22. Contribute to the induction, appraisal, training and development of less experienced colleagues, acting as coach and mentor as necessary. 23. Learning new software and the coaching and training of stakeholders in the development and usage of it to deliver workforce information. 24. Prepare materials for committees, working groups and team meetings. 25. Contribute to the provision of an immediate response service during inspections and service reviews, working to tight deadlines under significant pressure to support the needs of senior managers and sometimes councillors. 26. To provide advice and support to customers regarding their usage of workforce information/data. 27. To represent the team as directed by manager in discussions / meetings, and deputise for them as directed. 28. To undertake any other duties of a similar level and responsibility as may be required by the Executive Director of HR/OD & Deputy Chief Executive from time to time   27. . Undertake any other duties and responsibilities consistent with the nature, level and grade of the post. | | | | | |
| **Work Arrangements** | | | | | |
| Transport requirements:  Working patterns: | | Occasional need to travel to other service locations to provide cover, collect documents from Archives, attend training etc.  37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover. | | | |

Northumberland County Council

**PERSON SPECIFICATION**

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| **Post Title:** Workforce Information Analyst | **Director/Service/Sector:** HR | Ref: 3161 | |
| **Essential** | **Desirable** | **Assess by** | |
| **Qualifications and Knowledge** | | | |
| A good general education demonstrating numeracy and literacy.  QCF/NVQ Level 4/equivalent or an equivalent portfolio of experience within a business related discipline.  Knowledge of HR data systems and methods used to extract data efficiently and accurately from HR systems | A workforce information related qualification e.g. workforce planning/information | | A/I |
| **Experience** | | | |
| Considerable experience in a similar role covering a broad range of support tasks and procedures  Experience of working with HR data systems.  Experience of producing reports  Experience of being responsible for key aspects of data management  Development and use of IT packages for data extraction, analysis and presentation (e.g. Access, excel, web)  Experience using Microsoft Office/Google related applications and how these interface with HR systems.  Experience of extracting and manipulating data from complex client data bases and other sources to produce clear workforce information reports  Experience in applying a range of relevant methods, tools and techniques in providing analytical reports relating to workforce data and information for managers. | Experience of working within the public sector | | A/I |
| **Skills and competencies** | | | |
| Advanced IT skills, in particular skills in writing and adapting a range of often complex spreadsheet formula to manipulate large amounts of sensitive corporate data.  Analytical and problem solving skills.  Excellent communication and presentation skills in particular regarding presentation of workforce information/data to a wide ranging audience including non-data specialists.  Ability to overcome barriers to understanding when discussing data and information queries with data suppliers or with clients for example Directors, Senior Managers, Services Managers, and staff in relation to the provision and analysis of workforce information/data.  Writes clearly, succinctly and correctly.  Able to quickly and accurately manipulate numerical data using all arithmetic functions.  Ability to organise self and own workload and work without constant supervision.  Skilled in using office applications such as Microsoft software (e.g. Excel, PowerPoint, Word and Sharepoint) to enable effective data collection and processing.  Able to apply technology in new work-related situations.  Able to follow instructions and procedures without constant supervision and be able to check own work and that of others, challenging effectively, where required  Ability to form appropriate relationships quickly.  Works in a systematic and orderly manner.  Knowledge of a broad range of work related tasks and procedures together with the operation of associated tools and equipment.  Ability to meet deadlines, often at short notice.  Adjusting to changing priorities often at short notice. | Advanced skills in Microsoft Office/Google related applications | | A/I |
| **Physical, mental, emotional and environmental demands** | | | |
| Usually works in a seated position. Some standing, walking, stretching or lifting.  Lengthy periods of concentrated mental attention with pressure from deadlines, frequent interruptions and conflicting  demands. Contact with the public may result in some emotional demands.  Minimal exposure to disagreeable, unpleasant or hazardous conditions. |  | | A/I |
| **Motivation** | | | |
| A commitment to providing a quality administrative support service.  Reliable and keeps good time.  Demonstrates integrity and upholds values and principles.  Promotes equal opportunities and diversity in all aspects of work.  Appropriately follows instructions to achieve set objectives.  Works collaboratively to achieve team spirit.  Adapts to change by adopting a flexible and cooperative attitude. |  | |  |
| **Other** | | | |
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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