Northumberland County Council
JOB DESCRIPTION

Post Title: Senior Workforce Information Analyst	Directorate/Service/Sector: Transformation and Resources	Office Use
Band: 8	**Workplace: County Hall**	JE ref: 4325
Responsible to: Business Intelligence Lead Analyst	**Date:** May 2023	**Job Family: Data**	

Job Purpose:

The post holder will be responsible for reviewing, analysing and presenting data across all areas of the Council in meaningful, relatable and understandable formats. The data will drive the Council's change programmes as well as improving service delivery.

Working closely with managers across the Council to ascertain any gaps in data they require to improve services then finding ways to gather and present that information.

To work closely with HR/OD and the Improvement and Innovation teams to underpin corporate priorities with assured and accurate data.

The post holder will be responsible for researching and evaluating established and developmental data science programming languages for usage within the council's data analysis, and will also appraise, mentor and coach less experienced staff and have contact and influence over a wide range of services and partners

Resources	Staff	Coaching and mentoring of staff in other departments of the Council with responsibility for data production/presentation. Occasional short term allocation of direct reports for particular projects.
	Finance	Through the recommendations drawn from the analysis and presentation of data, the role will have a significant impact in the financial decision making of services and projects within the Council.
	Physical	Responsibility for the collection and maintenance of records in large databases
	Clients	The Council's Executive Management Team, Directors, Heads of Service and programme delivery teams. Ensure compliance with relevant legislation, council policies and procedures. Able to support areas to respond to the data requirements of external bodies.

Duties and key result areas:

1. To be responsible for researching and evaluating established and developmental data science programming languages for usage within the council's data analysis.
2. To lead on reporting of trends and use of modelling techniques to provide forecasts.
3. To understand the benefits and limitations of activity, performance, workforce and finance data.
4. Lead data analysis by interpreting customer business needs and translating them into application and operational requirements.
5. Design large and/or complex programs and program modifications from supplied specifications, using agreed standards and tools, to achieve a well engineered result.
6. To prepare reports and analyse results using statistical techniques.
7. Interpret data and turn it into information and insight to support decision making processes.
8. To represent the service at performance clinics to explain how data is pulled together and identify improvements.
9. Scrutinise data to ensure quality and recommend improvements is there are any to be made whilst maintaining and securing data that needs to be protected
10. To work with staff in Systems to develop I.T. systems to ensure the correct data is captured.
11. To lead work on developing systems to capture softer intelligence,
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 contribute to the strategic development of the service
16. To contribute to service planning.
17. To devise and develop 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.
18. Deputise for absences of Line / Senior Managers as required.
19. To be committed to equal opportunities and to comply with the County Council's diversity and equality policies.
20. 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.

Work Arrangements	
Transport requirements:	Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion.
Working patterns:	May include weekends and evenings. Mainly office based but some travel required and option to work agilely.
Working conditions:	Mainly indoors.

Post Title: Senior Workforce Information Analyst	Director/Service/Sector: Transformation and resources		Ref:	
Essential	**Desirable**		**Assess by**	
Qualifications and Knowledge				
- Degree level in a related discipline or equivalent standard of general education, or equivalent work portfolio in a related field. - Working knowledge and experience of infographic development and data visualization and application to a range of complex issues. - Evidence of continuing development including taught or self-taught methods. - Evidence of competency in IT – Microsoft products, e.g., Excel, Access, and business intelligence software such as Tableau or similar. - Knowledge of statistical techniques and methodologies	- Formal Data Analysis qualification - Tableau or Power BI Training.		A, i	
Experience				
- Evidence of working with and analysing large datasets. - Experience of providing performance reports or infographics. - Conveying complex business intelligence to a varied group of technical and non-technical stakeholders. - Demonstrable record of success in delivering business solutions.	- Training colleagues of varying IT literacy and numeracy. - Proven experience of working in Local Government or other Public Sector in an area related to management information or ICT. - Experience in project management, e.g. Prince2. - Competence in implementing and using web applications and database systems		A	
Skills and competencies				
- Demonstrates creativity and innovation in applying solutions for the benefit of the customer. - Ability to understand and develop the use of IT to achieve work objectives. - Excellent skills in critical appraisal, data analysis and interpretation. - Monitors performance against deadlines and milestones. - Performs a broad range of work, sometimes complex and non- routine, in a variety of environments. - Demonstrates an analytical and systematic approach to problem- solving and makes rational judgements from the available information and analysis. - Good negotiating skills - Ability to coach / appraise individuals effectively. - Makes decisions which influence the success of projects / objectives. - Takes customer requirements into account when making proposals.	Training colleagues of varying IT literacy and numeracy		A, I, t, p	

• Communicates fluently orally and in writing and can present complex technical information to both technical and non-technical audiences. • Ability to handle situations as they arise, including dealing with enquiries from partners, other organisations, employers, councillors and members of the public. • Tenacity		

Physical, mental, emotional and environmental demands

• Ability to support colleagues, resolving conflict, motivating and managing change. • Commitment to high standards of professional performance. • Normally works from a seated position with some need to walk, bend or carry items, travel to different sites and attend meetings. • Use manual dexterity to produce and share information on screen whilst presenting to audiences at meetings. • Ability to work to strict deadlines, dealing with conflicting demands, prioritising workload effectively in order to meet demands on long term (over 1 year) projects. • Dependable, reliable, a good timekeeper and effective guide/mentor to subordinate staff. • Rapidly absorbs new technical information and applies it effectively. • Proactive and achievement orientated • Plans, schedules and monitors own work (and that of others, where applicable), competently within limited deadlines and according to relevant legislation and procedures.	• Commitment to the culture of continuous improvement and partnership working	I, r

Motivation

• Able to exercise discretion and seek advice when necessary. • Training and mentoring of less experienced staff. • Tackles problems systematically. • 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.		I, r, p

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