

JOB FAMILIES ~ Technical

Job Title: Business Intelligence Analyst (career grade JG6)

Career Grade

Appointments made within the grades will be based on managerial assessment of competencies, qualifications and service requirements including vacancy management. The post is designed to allow the post-holder to develop a range of skills and abilities within the work environment. Progress through the grades will be dependent on obtaining academic qualifications (where appropriate) achieving professional standards, developing further skills, competencies and experience, and demonstrating commitment to high performance and team working. Progression through the grades will be on manager and service head assessment at annual appraisals.

Role purpose: Required to undertake a number of diverse analytical and/or research activities across the directorates and wider stakeholder communities, using skills gained through academic qualifications and/or relevant work experience. Roles at this level are expected to work unsupervised for much of the time, accessing and assessing information independently.

Typical activities

- Undertake statistical collection and analysis to meet the reporting requirements agreed within the Business Intelligence service level agreements and provide the capacity to produce ad hoc reports.
- Analyse and interpret data to support decision making by others
- Assist in project work to deliver the agreed annual programme of priority projects.
- Maintain Geographical Information Systems for best practice mapping of data
- Present comparative data and benchmarking reports for use by others
- Undertake research, consultations and surveys as required and collate and analyse results
- Introduce or give information and advice to colleagues about technical standards and processes they should follow.
- Communicate effectively with colleagues and customers, both verbally and in writing

Knowledge, skills & experience

- Literacy and numeracy competences to at least NVQ level 4 or equivalent.
- Demonstrate technically specific skills relating to the appropriate area of work equivalent to NVQ units at level 4
- Demonstrate experience of Microsoft office suite including intermediate to advanced XL skills
- Ability to make analytical and statistical reasoning about particular areas of work.
- Ability to present evidence clearly, accurately and confidently
- Awareness and general understanding of business intelligence protocols, including GDPR, compliance with statutory returns and monitoring of performance indicators.
- Ability to work with colleagues in other parts of the council and the wider council communities.
- Ability to work without close supervision and recognise professional boundaries and to seek advice when appropriate.

Performance measures	Competencies
<p>Quantifiable objectives</p> <ul style="list-style-type: none"> • Adherence to the values and behaviours framework at a minimum of 'satisfactory' across measures • Accuracy of data collected, collated and analysed • Quality of data collected, collated and analysed • Quality of management information reports • Feedback from colleagues and team managers around team work and professional boundaries • Feedback from service users and partner agencies • Service manager assessment 	<p><u>Team Working</u> ~ cooperation and flexibility, follows principles of integrated working, actively shares information and best practice</p> <p><u>Service user/ outcome focused</u> ~ achievement of results/targets through appropriate interventions/activities etc</p> <p><u>Problem solving & judgement</u> ~ makes links between identified potential issues and possible solutions, seeks advice from others, application of technical knowledge to problems</p> <p><u>Planning & Organising</u> ~ Prioritises work, organising work for self to meet agreed deadlines</p> <p><u>Business Awareness</u> ~ Demonstrates an understanding of what it takes to be successful within own work area and the contribution of the role to the area of work</p>

Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.