

Hertfordshire County Council Job Outline



JOB TITLE: Business Intelligence and Systems Analyst
GRADE: H8 – M1
REPORTS TO: Social Care Performance Manager
TEAM: Business Improvement and Modernisation
DEPARTMENT: ACS

Purpose of the Job

To monitor, analyse and report the performance of both internal and key external partners who are providing assessment and care management services. To undertake service performance modeling/ analysis activity to identify opportunities for service improvement and provide constructive feedback on key findings in order for improvements to be made to service performance and quality in line with service level agreements. Contribute to continuous service improvement

Main Areas of Responsibility

1. MAIN AREAS OF RESPONSIBILITY

- 1.1 Research and identifying sources of quantitative and qualitative data which would assist in the analysis of performance and the quality of care practice delivered both by HCC and its external partners. Work with colleagues across ACS (front line workers, partners and business system officers) to improve the range and accuracy of data available within Adult Social Care Systems.
- 1.2 Work with colleagues within the Digital Technology Team to develop audit and quality assurance tools to agreed specification to support managers, operational development, and ensure satisfaction of customers and key stakeholders.
- 1.3 Working with the unit's partnership managers, service delivery teams, Digital Technology Team and our corporate Business Information and Intelligence teams, commission and produce appropriate reporting solutions (primarily using Business Objects and SQL) to support accurate and timely service performance analysis and reporting.
- 1.4 Contribute to learning and development initiatives of staff working for both ACS and external providers continuously improve the performance and quality of service provided

- 1.5 Contribute to transformational change of service areas provided partnership with ACS operational managers, supporting large scale projects and potentially leading and managing specific smaller projects.
- 1.6 Identify development opportunities for continuous improvement in partnership working, service delivery and performance management.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Equality and Diversity

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on hertfordshire.gov.uk, on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- To maintain awareness of current legislative requirements
- To effectively participate in specific partnerships as dictated by the role.
- To develop work in line with new initiatives that occurs nationally or locally.
- To develop work opportunities in line with the career progression scheme.

To demonstrate initiative-taking and a wider solution-focused role