

## JOB FAMILIES ~ Technical

### Job Title: Business Intelligence Analyst (career grade JG5)

#### 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 lead assessment at annual appraisals.

#### Role purpose:

Required to produce business intelligence for colleagues across the directorates and wider stakeholder communities, using specialist knowledge that will be acquired through practical work experience and/or vocational qualifications. Roles at this level may work unsupervised some of the time within defined procedures but with readily available advice from colleagues and managers.

#### Typical activities

- Collect and collate data from various internal and external systems using a variety of software for both statutory and non-statutory requirements
- Provide regular and ad hoc management information reports to support service improvement either via automation or manual means
- Support analysis and interpretation of data into meaningful information for both internal and external customers
- Support research and consultation activity in support of strategy and policy development including assisting in surveys
- Maintain and map data using Geographical Information Systems
- Contribute to quality standards, processes and service performance targets, including inspections, in support of service delivery and improvement.

#### Knowledge, skills & experience

- Minimum NVQ level 3 literacy and numeracy or equivalent
- Demonstrate technically specific skills relating to the appropriate area of work equivalent to NVQ units at level 3
- Demonstrate experience of Microsoft office suite including basic to intermediate XL skills
- Ability to analyse data and statistics to provide meaningful information.
- Ability to present evidence clearly and accurately
- 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"> <li>• Adherence to the values and behaviours framework at a minimum of 'satisfactory' across measures</li> <li>• Accuracy of data collected, collated and analysed</li> <li>• Quality of data collected, collated and analysed</li> <li>• Quality of management information reports</li> <li>• Feedback from colleagues and team managers around team work and professional boundaries</li> <li>• Feedback from service users and partner agencies</li> <li>• Service manager assessment</li> </ul>	<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 &amp; 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 &amp; 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>

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