

JOB FAMILIES ~ Technical

Job Title: Business Intelligence Analyst (career grade JG7)

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, research and technical activities across the directorates and wider stakeholder communities, with an emphasis on automation of systems and processes, using skills gained through academic qualifications and/or significant relevant work experience, and adhering to best practice of Business Intelligence standards. Roles at this level are expected to work unsupervised for most of the time, accessing and assessing information independently.	
Typical activities	Knowledge, skills & experience
<ul style="list-style-type: none">Automate statistical collections and analysis to meet the reporting requirements of the organisation and provide the capacity to produce ad hoc reportsAnalyse and interpret data to support decision making by others for a broad range of activities across a service area and provide recommendations based on those analysesUndertake project work to deliver the agreed annual programme of priority projects including projects to support inspectionsDevelop Geographical Information Systems for best practice mapping of dataPresent comparative data and benchmarking reports for use by othersUndertake research, consultations and surveys as required and collate and analyse results making recommendations for service development and improvementIntroduce or give information and advice to colleagues about technical standards and processes they should follow based on best practiceCommunicate effectively with colleagues and customers, both verbally, in writing, and presenting data and recommendations where necessary	<ul style="list-style-type: none">Literacy and numeracy competences to at least NVQ level 5 or equivalentDemonstrate technically specific skills relating to the appropriate area of work equivalent to NVQ units at level 5Demonstrate experience of Microsoft office suite including advanced XL skillsDemonstrate experience of SQL and SSRS to at least an intermediate levelAbility to analyse data and statistics to provide meaningful information and make recommendationsAbility to present evidence clearly, accurately and confidentlyAwareness 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 including team managers and service leadsAbility 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 'excellent' across measures • Adherence to technical standards • 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 • Line manager assessment • Service manager assessment 	<p><u>Team Working</u> ~ cooperation and flexibility, follows principles of integrated working, sharing best practice and information to develop self and others</p> <p><u>Service user/ outcome focused</u> ~ achievement of results through appropriate decision making, delivery of project areas, inspection or enforcement reports, case preparation etc.</p> <p><u>Problem solving & judgement</u> ~ develops solutions, makes links between identified potential issues and possible solutions, makes decisions within guidelines</p> <p><u>Planning & Organising</u> ~ Prioritises work, organising work for self and others to avoid or minimise peaks and troughs</p> <p><u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on theirs.</p>