



Job description	
Job title	Intelligence Officer – Education
Grade	Pay Band J / SCP 26-28
Directorate	Performance and Business Improvement
Section/team	Performance and Policy
Accountable to	Senior Intelligence Officer
Responsible for	No direct reports
Date reviewed	September 2020

Purpose of the Job

The post holder will support the development and delivery of intelligence requirements for Education Services. The post holder will play a key role in producing key business intelligence reports, supporting the submission of statutory and non-statutory returns and meeting the information requirements for inspections, reviews and self-assessments.

The post holder will ensure that relevant management information is available to inform decisions and enable the effective delivery of services.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Education Intelligence gathering and reporting

- 1) Support the development and delivery of high quality management information and intelligence data for the following purposes:
 - (i) To enable corporate, service and user planning, informing what is done and how;
 - (ii) To inform commissioning decisions and contract management;
 - (iii) To provide relevant and timely information to support effective decisions at individual case level; and



- (iv) To ensure that all returns, including statutory, non-statutory and corporate returns are compiled to a high standard ensuring data quality requirements are met and processes are in place to investigate variances in activity data.
- 2) Identify and capture relevant data and insight from a wide range of key stakeholders and agencies to support the corporate intelligence function.
- 3) Support the completion of statistical returns required by Government departments and other agencies.
- 4) Support the co-ordination, analysis and formation of evidence for external and internal inspection and self-assessments.
- 5) Support the development of information and case management / recording systems across Children's Services, to ensure that current and potential systems are fit for purpose, accessible and maintained.
- 6) Produce and present performance reports for operational teams and senior managers using appropriate reporting tools.
- 7) To undertake any other duties as may reasonably be allocated to post holder commensurate with the grading and responsibilities of the post. Where necessary, reasonable adjustments will be made in accordance with the Disability Discrimination Act.

Improvement work for Education Support Services

- 1) Work with officers from Business Improvement to support the Council's approach to Improvement at a strategic and operational level by:
 - (i) providing appropriate management information to inform business improvement; and
 - (ii) providing information that will support the Council to monitor and evaluate the impact and benefits of Education services and interventions.



Generic

- 1) To model culture change and promote communication that is clear, effective and transparent at all levels, both inside and outside of the Council.
- 2) To promote and implement the Council's Equal Opportunities Policy in all aspects of employment and service delivery.
- 3) To ensure all Council Standing Orders and Financial Procedure Rules are upheld, both personally and within the Directorate.
- 4) To ensure (in collaboration with others) that continuous improvement, value for money and best value are delivered by all areas of the Council by challenging existing practices, setting targets for improvement and intervening as necessary.
- 5) In collaboration with public, voluntary and private sector partners drive the Council's agenda for excellent customer service.

Health and Safety

- 1) To undertake appropriate and up to date training in the use of any equipment required in order to discharge the duties and responsibilities of the post.
- 2) To use equipment as instructed and trained
- 3) To inform management of any health and safety issues which could place individuals in danger

Data Protection and Information Security

- 1) Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- 2) Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- 3) Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.



- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.

Special Conditions

Normal hours of work will be 36 per week, but the post holder may be required to attend meetings outside normal office hours in line with the requirements of the service and in line with Council Policy.