

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Insight Analyst (Workforce Analytics)	JEID	M0311
Salary Grade:	Scale K		
Team:	Business Intelligence Service		
Service Area:	Commissioning Support Unit		
Primary Location:	Flexible (home/office)		
Political Restriction	None		
Responsible to:	Business Intelligence Lead		
Responsible for:	N/A		

Role Purpose

- To provide insight in support of service design, delivery and performance management relating to the Council's workforce functions, working flexibly across the Business Intelligence Service to meet changing business priorities.
- To contribute to the delivery of effective business and commissioning intelligence to inform Warwickshire County Council's commissioning decisions, statutory reporting requirements and activity monitoring.
- To support the Business Intelligence Lead and other senior officers in the development of policies and strategies which improve outcomes for residents and service users.
- To work alongside decision makers in commissioning and operational teams to develop analytical and insight methodologies and specifications.
- To design and implement business intelligence solutions based on the organisation's Data & Analytics Platform, using the Microsoft suite of business intelligence tools (for example, Power BI, Power Automate and PowerApps) to provide the organisation with high quality, timely and interactive management information.
- To contribute to the further development of the Business Intelligence Service through partnership working.

Role Responsibilities

1. To monitor, analyse and report on the Council's staff and human resources data, providing the organisation with high quality analysis and insight.
2. To utilise the organisation's Data & Analytics Platform and build business intelligence solutions using Microsoft's business intelligence suite (for example Power BI, Power Automate, PowerApps, Forms).
3. To support the delivery of the organisation's data strategy
4. To inform and influence colleagues in the use of research outputs, intelligence, and insight as the basis for evidence-based decision making.
5. To work in partnership with others, both inside and outside the County Council, to ensure the forward planning of analytical requirements, the specification of research briefs and the successful outcome of research projects.
6. To produce and analyse verified data for regulatory and statutory returns.
7. To develop and implement standardised data collection, recording and reporting arrangements to support operational management and recording.
8. To build and maintain relationships with internal service areas and external agencies to understand business intelligence requirements and facilitate the exchange of information.
9. To undertake relevant data collection, research and analysis to contribute to the delivery of the work programme of the Commissioning Support Unit.
10. To promote the use of quality standards for data analysis across the council, and to improve the way we present and visualise our work.
11. To undertake other analytical projects, as agreed with the Business Intelligence Lead and customers.
12. To represent the Business Intelligence Service in meetings.
13. To contribute to the development of the service's business plan, work programme and marketing activities.
14. To maintain an awareness of developments within business intelligence and apply that learning to enhance analytical outputs.
15. To deputise for the Business Intelligence Lead or Service Manager when necessary
16. To work collaboratively with colleagues across the Commissioning Support Unit in our role ensuring the council effectively uses robust evidence as the basis for its decision making.
17. To contribute positively to the development of a customer-focused culture, promote the Council's vision, outcomes, and core priorities and demonstrate the organisation's agreed behaviours ('Our Behaviours').
18. Any other duties allocated by the Business Intelligence Lead or Service Manager which are within the scope of the grade
19. To carry out duties in accordance with the Council's Information Security Standards and Human Resource Policies; compliance with the Data Protection Act, Freedom of Information Act and any other relevant legislation that directly affects service delivery.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job. Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria	Assessed by:
• Degree in appropriate discipline e.g. social research, geography, statistics	A, I, D
• Evidence of continued professional development in a relevant and related field	A, I, D
• At least two years' experience in research or business intelligence functions	A, I
• Experience in the use of software and tools for data analysis, presentation and visualisation including the advanced manipulation of databases and spreadsheets	A, I, P
• Range of analytical experience which reflects a majority of these topics listed: <ul style="list-style-type: none"> • demographic trends • social trends • quantitative research methods • qualitative research methods • customer insight • social care • education • public health • local government • needs assessments • consultation methods • data visualisation / presentation of data and intelligence • information management 	A, I
• Communication skills, including report writing and confidence in delivering complex presentations to a wide range of audiences	A, I, P
• Able to lead a project team and project management skills	A, I
• Flexible and adaptable approach to work	A, I
• Demonstrable achievements in delivering results which meet customer needs including developing recommendations from analysis	A, I, P
• Able to evaluate the best course of action when faced with a problem or a number of options and take responsibility for decisions	A, I
• The ability to work under pressure including meeting deadlines and dealing with interruptions and prioritising work as well as monitoring performance	A, I
• IT skills e.g. MS Office	A, I
• Able to analyse and interpret statistical information, and present the analysis in formats that are easy to understand	A, I, P

Desirable Criteria	Assessed by:
• Experience of providing business intelligence solutions using the Microsoft suite (Power BI, Power Automate, PowerApps etc.)	A, I
• Experience of undertaking demographic analysis	A, I
• Working knowledge of nationally published statistics	A, I
• Knowledge of key political, legislative and policy drivers affecting local government services	A, I
• Demonstrable achievements in delivering results through working in partnership	A, I
• Developing and implementing a service plan	A, I
• Experience of working with GIS	A, I
• Programming language skills, e.g. SQL	A, I
• Experience of working with statistical analysis software e.g. SPSS , Stata	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	