

Senior Business Intelligence Officer (HR)



Job Description

Directorate:	Strategy and Performance		
Service:	Data and Analytics Service	Team:	Reporting
Location:	Hybrid working		
Salary range:	£33,119 - £37,563 per annum	Grade:	7
Reports to:	Business Intelligence Officer	Staff responsible for:	No

Job Purpose

Assist in the development of a comprehensive approach to the collection, reporting and analysis of data across the council. This includes the ability to report against the existing data sets available to Business Intelligence, using the in-house reporting tools, along with developing, agreeing and implementing new data provision for, and in partnership with services.

- Development and maintenance of the Business Intelligence reporting system infrastructure, including delivering new reports, monitoring report performance and usage, testing system upgrades and ensuring business continuity.
- Gather, interpret, and develop reporting requirements through working in partnership with business leads, ensuring the council's core information systems can meet these requirements and incorporating them within the Business Intelligence (BI) reporting solutions deployed within the council.
- Work closely with Adults and Children's Services so that reporting reflects the organisational priorities, and that the data can be used to support future decisions on the councils' policies and practice.
- Contribute to the successful completion of the statutory Adults and Children's services returns, ensuring that core systems comply with statutory and regulatory requirements and that the required data is collected at the right time. This will involve educating end users on the importance of key data fields within core systems, data quality and ensuring they follow outlined procedures and processes.

Accountabilities/Responsibilities

- Develop and implement new reporting and data requirements, provision and reporting to facilitate improved information flows across the council.
- Working directly with senior managers, service and system leads help develop and deliver the council's Business Intelligence and statutory reporting requirements.

- Develop an in-depth knowledge of the wide range of social care and other council data sets, including their strengths and limitations, and their ability to meet analytical and statutory objectives.
- Lead on the production of significant pieces of intelligence that enable managers across the organisation to deliver services and make informed decisions based on the best available evidence.
- Produce and develop reports and other analytical products such as dashboards, spreadsheets, presentations, infographics and other tools, seeking and incorporating user feedback where possible.
- Assist the Senior Business Intelligence Officer to plan, control and manage projects to meet a well-defined brief and provide input to complex multi stakeholder projects to resolve specific issues. This may include analysing complex data and producing ad-hoc reports using professional expertise.
- The delivery of reporting projects, full lifecycle, reporting to internal stakeholders across the council.
- Quality assure the data being reported and work closely with operational staff and other members of the Business Intelligence Team to improve data quality.
- Provide technical expertise and guidance and full documentation in the development and support of the enterprise-wide business intelligence and reporting suite.
- Keep up to date with national and regional data and research developments and advise on how these could affect the work of the team, the county council and other agencies.
- Deal with sensitive, confidential and person-identifiable data in accordance with legislation and policies.

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Senior Business Intelligence Officer (HR)



Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
Degree qualified (or equivalent) in relevant subject plus number of years' experience in a similar role. OR Significant vocational experience in a Business Intelligence field, demonstrating development through involvement in a series of progressively more demanding relevant roles. OR Graduate entry level with sound practical Business Intelligence experience in a health or social care setting.
Experience
- Relevant experience in a Business Intelligence role (including report development, analysis and reporting of performance information) preferably in a local authority, within a social care, education or related field or health care setting. - Experience of developing reports to meet strategic and operational needs using Business Objects – however candidates who can demonstrate advanced transferable skills in an equivalent software application will be considered. - Experience of using social care or health care data recording systems. - Experience of using data visualisation tools or statistical software packages, e.g. Power BI, SPSS. - Experience of analysing and interpreting complex information. - Experience of delivering and analysing statutory reporting requirements. - Experience of working with stakeholders on projects of varying sizes and complexities to identify and translate business requirements into reportable solutions whilst managing deadlines. - Experience of working to achieve the highest possible levels of data quality.
Essential knowledge, skills & abilities
- Ability to design and develop Business Objects (or equivalent) reports to inform operational decision making. - Knowledge of some or all of the following Local Authority service areas: Adults Social Care, Children's Social Care, Education, Early Help.

Senior Business Intelligence Officer (HR)

- Highly competent analyst who can understand, interpret, and present complex information quickly and accurately.
- Highly numerate, with strong analytical skills and problem-solving capability.
- Excellent written and verbal communication skills, with the ability to disseminate complex information to a wide range of audiences in terms of both size and composition.
- Self-motivated with the ability to work independently as well as a member of a team with a flexible approach to work.
- Excellent organisational skills to meet deadlines in the face of competing priorities.
- Extensive working knowledge of MS Office - Excel, Access, Power BI and Word to an advanced level.
- An understanding of data security and confidentiality issues.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.