

A day in the life of the Business Intelligence Service (prior to Covid!)

This is not an easy thing to describe as no two days are the same! What we can tell you is that as a team we support various services across the Council including adults and children's social care, education or environment and transport by;

- Sourcing relevant information accurately from a range of IT systems
- Providing insightful analysis and professional advice
- Helping services make informed decisions using the data and analysis you have provided

In children's services, this could be anything from analysing the trends in the number of looked after children to assessment timescales.

In transport, this could mean identifying accident cluster sites or analysing the transport provided to children with special educational needs to get them to their school or setting.

In adults, this could mean working with data from hospitals to understand patient flow into Council commissioned services at home or in residential or nursing care.

So, a typical day might be concluding a report that you've been working on for the Head of Service about schools data, a meeting with a team of analysts regarding a new piece of work and accessing our databases for an unscheduled piece of work about teacher numbers. A varied and rewarding day, working within a great team, and all sandwiched together with tea, coffee and biscuits!

About you

We're looking for resilient people who have;

- The technical skills to extract and manipulate complex datasets from a range of national and local IT systems
- The aptitude to support our customers with the information they need (which isn't always what they say they want!)
- A thirst to learn new analytical techniques and a curiosity about the way the Council supports the local community
- A continual desire to improve team performance and the way Council services are delivered

The Business Intelligence (BI) Service

The service was formed in December 2016 and provides a range of data-led services supporting operational and strategic decision-making within the Council and partner organisations.

We deliver a range of key products including management information and performance dashboards, targeted analysis and research, and economic and population forecasts. We host a website <http://www.cambridgeshireinsight.org.uk> on behalf of a partnership, which publishes information about the area for the public and partner agencies.

The advertised posts sit within the Cambridgeshire Business Intelligence team, which is primarily focused on the provision of management information and analysis of County Council services. We

work closely with the other two teams in the service. The Cambridgeshire Research team, who provide insight and analysis about population-wide trends in community safety, housing, growth and the economy. Through a 'shared services' programme of work with Peterborough City Council we also work closely with colleagues in the Peterborough B.I team, exploring opportunities for joint working on a range of issues and subject areas.

The BI Service has primarily been home working since the start of the pandemic in March 2020. We expect to be moving to new office accommodation located in Papworth later in the calendar year.