Job Description

Job Title: Senior Insight Analyst (Intelligence)

POSCODE: tbc

Grade: P2

Overall purpose of the job

The Senior Insight Analyst (Intelligence) will work collaboratively across the Council and with partners to ensure delivery of a broad range of reporting, service intelligence and data analysis to inform evidence led decision making and policy formation.

As a Senior Insight Analyst (Intelligence) you will lead a work area and team of analysts to provide robust, timely and accurate analysis, insight, reports, dashboards, scorecards, and benchmarking information. You will also be accountable for the delivery of key statutory and regulatory data returns. You will support and lead on projects as required to make sense of data, produce high quality analysis and quality assure others' work, and think strategically about how the Council can use it.

A large part of the role involves designing and overseeing the extraction and combining of large operational datasets, transforming the data to ensure it is maintained in an accessible format which allows oversight of day-to-day service management, and develop visualisations to enable analysis. Therefore, the post holder needs to have a proven technical knowledge and intellectual curiosity to explore complex datasets to demonstrate a solution-focused approach to problem solving in real time.

Working collaboratively across the Council and strategically with partners, there will be a need for this role to be able to interpret requirements, plan the best approach to synthesis and analyse data, before then producing the results in an appropriate reporting style which responds to the purpose, audience and how the insight produced can best be used.

This role will work with members, colleagues and partners to influence and support high-quality, evidence-led policy development, planning, decision-making and performance improvement, and be a key contact for professional expertise and leadership in a specialist area. You will be responsible for communicating information to a wide range of audiences to provide accessible data analysis and reporting to inform performance improvement and priority planning.

Main accountabilities

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1.	**Analysis and Insight** • Provide professional leadership for high quality data and analytical work. • Provide high quality information, intelligence and analysis to support a range of services and partners to inform evidence-based policy and decision making, understand local need and planning and developing services to ensure the best outcomes for residents. • Extract and combine data from different sources and formats; using analytical techniques and intellectual curiosity to explore data, identify trends and relationships, and to make forecasts; presenting findings in a way that engages and informs decision makers. • Lead the provision of data, insight and analysis to inform and support the forming of organisational policy, strategy and transformation. • Communicate clearly about data systems, analysis and findings to a wide variety of audiences at all levels of the Council and partners, including Elected Members, senior officers and practitioners, using online, written and verbal methods . • Provide a professional, creative, solution orientated and responsive service and contribute to the development of a data culture across the Council and partners.

	• Responsibility for overseeing statutory and regulatory data reporting, ensuring that systems collect data in accordance with reporting requirements (as relevant to work area) and that data products are produced. • Lead quality assurance processes of all data and analysis prior to publishing to ensure high quality and consistent delivery of information. • Support the development of systems of shared intelligence across the Council and with partner agencies.
2.	**Data Extraction, data quality and performance** • Write and lead the production of reports to extract aggregate and visualise data from line of business case management systems, including approaches for automating their production. • Lead the development of data quality monitoring processes on key line of business systems and provide reports to data owners, service managers and commissioners, highlighting issues relating to data quality. • Undertake targeted business analysis activity to support line-of-business system reporting developments and data quality improvement. • Keep up to date with, and support the provision of regulatory Council reporting processes and compliance across the Council. • Provide expert advice and leadership to services and IT to ensure that systems collect data in accordance with reporting requirements and data is provided within statutory timescales. • Provide expert advice and leadership to services and IT to enable system and operational change and the impacts on reporting and data. • Provide and present performance information to inform senior managers, commissioners and relevant partners to ensure they are aware of performance against key indicators relating to outcomes for people of Cambridgeshire, quality of service and resource management. • Lead work with elected members and senior managers as appropriate to support the setting of targets and priorities to monitor and understand the contribution the Council makes to the achievement of positive outcomes for residents. • Provide specialist advice and recommendations to all levels of staff, including senior managers and elected members on analytical methodology and approches to data analysis enabling and influencing them to make well informed data-led decisions. • Proactively seek opportunities to us business intelligence and analytical techniques to challenge existing practice and identify opportunities to improve service delivery (including increasing social or environmental value), reduce costs or increase income.
3.	**Operational management** • Support operational delivery in relevant work area through the provision of business intelligence, reports and analysis. • Line manage Insight Analysts and Junior Analysts within the team to produce high-quality, robust data and analysis. • Take a matrix management approach to resource management across the Policy and Insight Team to deliver against corporate and service priorities. • Maintain appropriate work and resource plans, ensuring these align with the wider Service priorities to meet the needs of the organisation as a whole. • Maintain skills in relevant BI software, and ensure that Analysts and Junior Analysts within the team have knowledge of and are highly-skilled in the use of appropriate Councils systems and analytical software. • Seek out innovations within Insight and data analysis, horizon scanning to find developments that would improve service delivery. • Lead the introduction of new analytical software or approaches with the team.

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	• Ensure the effective delivery of the team's contracts with partners including the negotiation of the content of Service Level Agreements, the management of external contracts and administration of income (as relevant to work area).
4.	**Project management** • Lead and develop analytical projects as required to support commissioners and operational service managers in support of service delivery in line with strategic priorities. • Provide hands on project management to support projects undertaken by the service as required.
5.	**Relationships and partnerships** • Lead on building and maintaining effective working relationships (as relevant to work area) with internal stakeholders to ensure effective analytical support for service delivery by the Council. • Build and maintain effective working relationships with a range of internal and external colleagues and stakeholders in order to secure and deliver existing and future contracts with partners that support the organisations' and public sector partners' strategic objectives (as relevant to work area). • Use positive and productive relationships to influence and effect change and improvement.
6.	• Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
7.	• To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to degree level (or equivalent experience - A degree level qualification or equivalent ability as evidenced by experience of working at a high level of qualitative and quantitative analysis, conceptual and practical thinking.		**Essential**
Profession membership - Research related discipline or Data analysis.		**Desirable**

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Minimum levels of knowledge, skills and experience required for this job

Knowledge	Essential/ Desirable
Analytical • Expert knowledge and experience of a relevant subject matter or analytical techniques.	Essential
• High level of competence in nationally recognised data visualisation software e.g. PowerBI, etc.	Essential
• Working knowledge of a relevant coding language e.g. SQL, Python, R, etc.	Desirable
• Excellent analytical skills, ability to gather information from a wide range of sources and analyse thoroughly and make recommendations that inform decision making.	Essential
• Comfortable with considerable amounts of data and operating within a very complex and varied environment.	Essential
• Able to communicate data, information and knowledge in a variety of forms to a range of audiences and ability to present with confidence.	Essential
• Ability to draw out conclusions and make decisions or recommendations based upon the interrogation of data and information.	Essential
• Ability to work flexibly and adapt to changes in demand at short notice.	Essential
• Able to demonstrate effective team working.	Essential
• Influence best practice in the work of team, contractors, partners and self.	Essential
• High standards of literacy and numeracy, including completing accurate and appropriate arithmetic and statistical calculations.	Essential
• Organised, analytical, and accurate with good attention to detail.	Essential
• Flexibility to readily assist/ support where required.	Essential
• Ability to deliver high quality formal reports and presentations within tight timelines.	Essential
• Ability to exercise judgement as to the robustness of various data sources and as to the most appropriate analytical methods to use.	Essential
Local Authorities • Understanding of the decision making and governance arrangements within local authorities.	Desirable

• Strategic knowledge across all business functions (i.e. finance, quality, business development, HR and communications).	**Desirable**
Skills	
Working Together • Ability to communicate across a diverse and challenging community of stakeholders. • Ability to develop credible relationships with a wide range of people across the organisation and partner organisations. • Ability to negotiate and persuade stakeholders when conveying contentious proposals, solutions and implementing resolutions. • Work collaboratively to promote and deliver the Council's interests and objectives across the organisation and with partners. • Ability to influence and motivate line managed and non-line managed staff to deliver shared outcomes.	**Essential** **Essential** **Essential** **Essential** **Essential**
Strategic Thinking • Ability to translate complex and specialised concepts and ideas into meaningful plans and action. • Ability to work on own initiative and to deadlines and be proactive and highly motivated. • Able to plan and manage own time and workload to meet deadlines and needs of the service.	**Essential** **Essential** **Essential**
Leadership • Influence and motivate people towards a common objective. • Ability to manage/supervise others, make decisions and take responsibility for planning, setting priorities and reviewing performance.	**Essential** **Essential**
Equal Opportunities • Ability to demonstrate awareness/understanding of Equal opportunities and other people's behaviour, physical, social and welfare needs.	**Essential**
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.

Disclosure level

What disclosure level is required for this post?	**Basic**	

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	**Hybrid**	Field	Remote	Mobile

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