

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## **BIPI Business Partner**

Business Intelligence, Chief Executive's Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

Act as a critical link and key point of contact for all business intelligence requirements and activity within their allocated directorate(s), developing and maintaining relationships with and advising senior stakeholders (Directors, Assistant Directors and service managers) and their teams to ensure Business Intelligence and Population Insights team support their priorities and objectives, including supporting the design of strategic requirements to enhance business performance based upon timely, appropriate and accurate analytical reporting and insightful awareness.

This is a proactive and critical role which focuses on drawing out the key requirements, forward planning and shaping Business Intelligence, analytics and management/operational information across the whole directorate, organisation and partners, internal and external.

## **Accountable to:**

The Business Intelligence and Population Insights team sits within the Assistant Chief Executive's Directorate and is led by the Head of Business Intelligence and Population Insights. The Business Intelligence and Population Insights team works collaboratively across the council, with external strategic partners to support all areas of the council with excellent, timely and accurate business intelligence, supporting decision making and financial commitment to support the Councils Strategy, Vision and priorities for the people of West Northamptonshire.

Act as a critical link and key point of contact for all business intelligence requirements and activity within their allocated directorate(s), developing and maintaining relationships with and advising senior stakeholders (Directors, Assistant Directors and service managers) and their teams to ensure Business Intelligence and Population Insights team support their priorities and objectives, including supporting the design of strategic requirements to enhance business performance based upon timely, appropriate and accurate analytical reporting and insightful awareness.

This is a proactive and critical role which focuses on drawing out the key requirements, forward planning and shaping business intelligence, analytics and management/operational information across the whole directorate, organisation and partners, internal and external.

The role will be a member of the allocated directorates Senior Leadership Team meetings and Directorate Management meetings and be an influential and critical member of the team, and a trusted representative of Business intelligence.

## **Responsibilities:**

1. Working with Senior Managers lead on the relationship between designated directorate(s), acting as the critical role in determining and establishing detailed requirements from the business area, reporting, presenting and challenging analytical positions including operational and financial analysis to support the designated directorate(s) and the organisational aims and objectives.
2. Act as a trusted business intelligence advisor to their designated directorate(s) and their service areas, including their relationships with partner organisations and other stakeholders, to give them an understanding of business performance and any wider analytical context which may impact or be a challenge. Working independently to organise and plan work in conjunction with their dedicated service areas.

3. Support and steward directorates, develop and implement strategies and plans (internal and external), with business intelligence projects and programmes of work which support and further the delivery of the directorate objectives.
4. Effective forward planning and coordination between directorates and the wider Business Intelligence and Population Insights Team, to ensure adequate resources and skills are available and effectively deployed in pursuit of activity goals and objectives to be able to flex and position BIPI resource where most critical throughout the authority.
5. To embed in every system the ability to analyse data to ensure that equality duties and accessibility requirements are corporately met.
6. To work with key partners to drive innovative and cost effective solutions around the identification and production of key data sets. This includes the exchange of data between parties which are required in order to inform the directorate/Council's forward planning and its requirements to support key partners.
7. Develop and champion an intelligence culture within their designated directorate(s), including the effective use of the corporate management information systems available ensuring best use of information technology and system approach supporting the alignment of processes centrally managed and stored.
8. Provide constructive challenge and support to service areas around their approach to business intelligence and impact on management information issues and assess how they align to the corporate plan and its mission, visions and values.
9. At an expert level, analyse, interpret and evaluate complex information to support decision making, highlighting and prioritising any issues and taking required action to support the improvement of performance in the directorate and council.
10. To horizon scan for changes in legislation and strategy from a partnership perspective and inform the senior management team of Business Information and Performance of the impacts, risks and actions needed to be managed.
11. Undertake such other duties that are required commensurate with the role

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
Excellent interpersonal and relationship-building skills to work with colleagues across the organisation and partners.	E	A, I,P

Able to think strategically and identify suitable and innovative problem solving solutions, whilst managing complex sets of relationships and evidence of success in this regard.	E	A, I
Strong influencing skills and ability to advise stakeholders at all levels including explaining and interpreting complex information to support services in understanding their data	E	A, I
Strong ICT skills to support and develop work alongside excellent self-organisation and co-ordination skills.	E	A, I
A broad analytical skills base, ideally including advanced experience and knowledge in Excel, Power Pivot, Power Query, PowerPoint or similar analytical reporting tools.	E	A, I
Advanced skills in R and R-Studio and Power BI	D	A, I
Highly developed communication and interpersonal skills, able to liaise, negotiate and work at all levels within partner organisations.	E	A, I, P
Ability to analyse, interpret and evaluate complex information to support decision making, highlighting and prioritising any issues and taking required action comprehensively both verbally and in written reports.	E	A, I, P
The ability to operate effectively with people at a range of levels, both internal and external to the organisation.	E	A, I, P
Able to prioritise and manage competing demands, across a range of both internal and external stakeholders.	E	A, I

<b>Knowledge:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Significant knowledge and understanding of business intelligence, analysis and insight reporting within a multi-disciplinary environment.	E	A, I
An understanding of how national government, local government and key partners operate.	E	A, I
Advanced level and understanding of performance management, statistical analysis and the importance of high quality information and its use.	E	A, I
Knowledge of the complexities of working across partnership organisations such as NHS, Police and Universities, the challenges and difficulties in working across large multi-stakeholder projects and how to achieve shared outcome despite these challenges	E	A, I
Knowledge of how to understand, digest and reframe complex information requirements so that it can be understood by a wide range of audiences and communicated as a detailed report specification.	E	A, I
Strong knowledge and awareness of legislative requirements and new initiatives or priorities that impact on the service or area of work and encompass them into working practices.	E	A, I
Significant experience in data and knowledge management.	E	A, I
High level knowledge of Geographical Information Systems (GIS)	E	A, I
Knowledge of project management and project delivery for long term projects.	E	A, I
Excellent understanding of the Equalities Act and Data Protection Act and Data Governance principles	E	A, I

Relevant experience:	Essential / Desirable	Measured by
Broad experience of working within an analytical environment, such as a business intelligence department, data and performance team or similar.	E	A, I
Experience of working on and delivering large and complex analytical workstreams and managing the relationship between the business partner and capacity and priorities of the wider organisation.	E	A, I
Significant experience in partnership working delivering solid results.	E	A, I
Experience of working closely with senior officers and staff inside and outside of local authority arrangements.	E	A, I
Advanced theoretical knowledge and a clear understanding of the legislation, policies and procedures, both internal and external, that define and limit the team's functions.	E	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree level or demonstrable level of relevant equivalent experience (Analytics/Business Intelligence/Business Studies or similar)	E	A, I, D
Evidence of commitment to personal/professional development activity	E	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	OAS, Northampton
<b>Job family band:</b>	PS9	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£46,878 - £50,071	<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	Yes		

## Working conditions & how we work:

The role is defined as 'Part-flexible', which means you will work both in our modern central office, One Angel Square Northampton for between 2 and 3 days a week and remotely from home for the remaining days. This will be on a pro-rata basis if you work part-time.

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

On an annual basis the post holder will support the senior managers of their designated directorate(s) and the Intelligence and Partnerships Manager to forward plan strategic analytical and insight workstreams and activities that help to deliver the corporate priorities and objectives. Team member VIP and goal setting will take place annually, to be monitored throughout the year.

On a monthly basis, the post holder will meet with Directorate heads/senior managers and the Intelligence and Partnerships Manager and Business Partner colleagues to discuss priorities, activities, issues and progress related to their directorate areas.

On a weekly/daily basis, the post holder will liaise with teams and service areas within their Directorate and team colleagues to plan and deliver planned activities. Ad hoc tasks may also be allocated by the Intelligence and Partnerships Manager requiring a fast and agile approach to resolution. Some daily tasks will be planned such as weekly regular internal updates on activities.

What level of supervision is this post subject to?

Monthly/ 4 weekly supervision with the Intelligence and Partnerships Manager, which includes general update as to delivery against the team's workplan, issues resolution and high-level talks around future team direction and purpose. This will operate alongside the Valuing Individual Performance (V.I.P) conversations to celebrate successes and reflect and learn where improvements could be made, again carried out by the Intelligence and Partnerships Manager. There are informal briefings (potentially daily) to discuss ongoing issues, due to the nature of the work.

What type of priorities is the post holder able to set themselves?

The post holder will be required to prioritise their workload based on clear guidance produced by the Intelligence and Partnerships Manager and in line with the analytics and insights priorities of the Directorates and senior managers they represent. They will work within the framework of the wider team, under the direction of the Intelligence and Partnerships Manager, and the wider council policies.

What kind of systems, procedures or 'rules' are set around the job?

They work within the framework of the wider team, under the direction of the Head of Business Intelligence and Population Insights and the wider council policies. The post holder must be familiar with - the data protection act, the Equalities act and the basic principles of consultation legislation and best practice.

## **Our organisational values and behaviours**

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b>	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b>	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b>	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b>	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b>	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b>	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**



# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

