

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

SQL Report Specialist

Business Intelligence & Population Insights (BIPI), Chief Executive Office

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.



West
Northamptonshire
Council

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.

Purpose and impact:

The SQL Report Specialist in the Business Intelligence & Population Insights Team interrogate multiple systems/databases across the organisation to devise reports (technically coded, often using SQL) to answer questions raised by the business and produce statutory, strategic, operational and financial reporting. These reports will form a key element of the Performance Management Framework and provide intelligence to all stakeholders across the organisation and members of the public via a mix of data reports, dashboard, scorecards and indicators.

The post holder will also undertake investigative reporting to research, develop and support current and anticipate future business requirements. This includes the design of reports to highlight data errors (Data Quality), inconsistencies and problems on the database (system / meta data).

To design and implement, including testing and data sourcing, dashboard style business intelligence reporting in a SSRS environment with the potential to include MS Power Bi (or similar) reporting technologies in a SQL server environment for the council.

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 analytics and insights, supporting decision making and financial commitment to support the Councils Strategy, Vision and priorities for the people of West Northamptonshire.

Responsibilities:

1. To work alongside key internal / external partners and agencies delivering key information sets required to build a comprehensive intelligence and performance framework for the Council.
2. To create and deliver business and system reports ensuring that these reports deliver improvements to the Performance Management Framework. To embed in every system the ability to analyse data to ensure that equality duties and accessibility requirements are corporately met.
3. To ensure the development of performance management systems and processes for the Council liaising with Senior Managers to deliver efficiencies and service improvements. This work will be in conjunction with the wider Business Intelligence and Population Insights team work.
4. To develop relationships with the business to change the culture whereby the business receives clear benefits from entering data onto any system. To reduce information held off systems and transfer the information so an entire picture of the data held by the business can be rationalised, cross referenced and thereby increase the value of the information.
5. To contribute towards the development of the council wide reporting strategy, common reporting procedures, a common report directory, developing the ability to automate the running of reports, the

delivery of reports to desktops and the ability of the business managers to refresh those reports without reference to the SQL Report Specialists.

6. To support where appropriate the review with the wider Business Intelligence and Population Insights team (and in conjunction with DTi) the current reporting tools available to rationalise and identify those which are fit for purpose; identifying other reporting requirements such as the ability to share, cleanse, restructure and report on data held outside of main system databases.
7. To act as the directorates representation on the local authorities Systems Technical Group. Manage, prioritise and implement agreed decisions, highlighting impacts on reporting systems and outputs for service areas and BIPI ensuring best possible outcome decisions are made, value for money principles are followed and technical design principles and processes are adhered to.
8. To design reports which specifically highlight data errors, inconsistencies and problems on the database (Data Quality).
9. To review with the Systems Manager, Information Governance Officers, Data Protection Officers and Data Management teams how systems and reports can be developed to underpin the prevention of incorrect data entry or provide the ability to alert the individuals who input data of errors / in consistencies at the earliest opportunity. This is specifically important as the Social Care systems exploit the detailed financial information available to generate social care payments to customers directly, impacting WNC financial positions and reputational damage.
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

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
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Ability to carry out data analysis and facilitate / assist business managers / colleagues to define reports required.	E	A, I
Ability to influence and challenge others, where appropriate, in order to facilitate business change (e.g. self service reporting), and to impact on organisational culture.	E	A, I
Excellent written and verbal communication skills including the ability to communicate complex issues to all audiences.	E	A, I
Good skills in, and experience of, the capture, analysis and documentation of requirements for report specifications.	E	A, I
The post holder will need patience and perseverance to overcome the cultural change issues / blockers.	E	A, I
Ability to use office IT systems (Microsoft Office, Word, Excel, Access, PowerPoint).	E	A, I
Data warehouse design and development.	D	A, I
Experience of implementing / developing dashboards.	D	A, I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, I

Knowledge:	Essential / Desirable	Measured by
Substantial experience working in a report development role utilising SQL, SSRS, Business Objects, Crystal, Excel, Access.	E	A, T, I
A detailed understanding of how national government, local government and key partners operate.	D	A, I
Knowledge of Power BI and other leading analytical and visualisation software.	D	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of planning and managing complex long term data projects.	E	A, I
Experience of collecting, analysing and presenting information to a range of audiences.	E	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree or equivalent NVQ qualification or proven relevant work experience of providing a report development service.	D	A, I, D
Evidence of continuous professional development.	D	A, I

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:

Hours: 37 **Primary work base:** One Angel Square

Job family band: PS7 **Worker type:** Part-flexible

Salary range:	£36,734 - £39,278	Budget responsibility:	None
People management responsibility:	None		

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)?

Work requests are received from within the Business Intelligence and Population Insights team, and directly from service areas within the wider organisation. Work will be allocated by the Systems Manager, with support from the Senior SQL Report Specialist as required. The role is highly complex as there will be competing demands across a diverse range of services. Forward planning is required to ensure resources are available to support statutory returns, local improvement priorities, and planned projects such as system replacements, which require suites of new reports, while continuing support of business-as-usual requests. It is the SQL Report Specialists responsibility to plan and manage work that has been allocated to them, and to escalate any issues regarding priorities to their line manager.

What level of supervision is this post subject to?

Monthly/ 4 weekly supervision with the Systems Manager, which includes general update as to delivery against the teams 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, carried out by the Systems Manager. Regular progress meetings will also be held with the wider team to monitor progress of deliverables against the plan, highlighting risks and issues and recommending appropriate corrective action to ensure quality products are delivered on time and within budget.

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

The SQL Report Specialist will prioritise stakeholders' requirements by assessing, documenting, and obtaining formal sign-off of report specifications and proactively identify fit-for-purpose reports that deliver information benefits. The SQL Report Specialist can change these priorities providing the report delivery dates can be met.

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

The SQL Report Specialist will work within the agreed IT procedures regarding access and use of equipment, systems, and data. To ensure consistent ways of working across the team they will work within process guidelines, and within the Performance Management Strategy and the Service Planning Framework.

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.

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

