

Job Description: Senior Report Developer

Job title:	Senior Report Developer	Service area:	Performance, Intelligence and Partnerships
Reports to:	Head of Performance, Intelligence and Partnerships	Section:	Performance and Intelligence Team
Job reference number:		Location:	Hybrid / Thrapston Offices
Date:	May 2012, organisational update May 2023	Job holder's name:	

1. Purpose of job

This post is designed to deliver numerous automated reports within the business intelligence and business support area. The post holder will lead a team of 2 Report Developers in delivering performance and intelligence reports for the business. The development of such reports will reduce the need for manual intervention in the collation of reports for our statutory returns and intelligence needs. This post will help us produce real time data and intelligence with limited manual intervention, thus increasing our productivity and results.

The Senior Report Developer will take instructions from the Head of Performance, Intelligence and Partnerships regarding the required development of automated reports. This may involve extracting and assimilating data from a number of the corporate systems in use.

This is a highly specialised role with a unique skill set. The individual needs to be able to take a business specification or requirement, interrogate and analyse business data and create a report which can be easily understood by service managers.

2. Job context

This post reports directly into the Head of Performance, Intelligence and Partnerships. It has a number of key developments and expected outputs:

- This is a key developer role within the Performance and Intelligence Team. Its focus is upon developing key information reports either through the development of insight packs or suites of self-service reporting programmes. The post holder must adhere to the data protection act and establish quality standards with the business and be an expert in the usage of reporting and data analysis tools.
- This role will involve working with the departmental management team and with officers within Business Systems and IT. There will also be involvement in the development with frontline staff regarding intelligence inputs for workflow pathways.

3. Main Accountabilities

1. To liaise with the Head of Performance, Intelligence and Partnerships and the Council's IT Services to understand the critical report developments required for the business; thus ensuring the improvement of business as usual intelligence and business systems development.
 2. To lead, manage and develop the Report Writing Team, ensuring continuous professional development in order to provide organisational learning, capability and resilience (including supervising appraisals and 1-1 sessions as required) to ensure that staff have or gain the knowledge, skills and experience to carry out their roles effectively.
 3. Lead and keep under review the allocation of resources to prioritised projects and business as usual requests, making adjustments as required to ensure key objectives are met whilst managing competing demands.
 4. To ensure report writing processes are developed, documented and adhered to by all areas; working with the businesses' key stakeholders to ensure that they understand and work to the defined procedures regarding the development of business reports.
- To deliver cost reductions and service improvement through system efficiencies. This will be achieved by reviewing, developing, rationalising business and system reports in conjunction with the

Project managers, Change Control Manager, Business Process Analyst, Performance Analysts and Senior Information officers to deliver improvements to the Information Management framework. To embed in every system the ability to analyse data to ensure that equality duties and accessibility requirements are corporately met. To ensure the development of performance management systems and processes for the Council, liaising with Senior Managers to deliver efficiencies and service improvements.

- Develop with the wider Business Intelligence and Performance community a 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 report developers.
- Develop an approach with the Head of Performance, Intelligence and Partnerships, the wider performance community and IT which results in the organisation reducing the number of current reporting tools available, thus streamlining our approach to reporting and increasing access of data through corporate systems.
- To interpret and understand National performance indicator sets and statutory reporting requirements with a view to developing year end datasets to aid the completion of the returns. To design reports which specifically highlight data errors, inconsistencies and problems on the database (system / Meta data ensuring that all Report Developers are familiar with and understand critical information sets.

4. Knowledge, experience and training

- **Education and Qualification**
- Educated to a higher level (degree level qualification or equivalent) or relevant experience.
- Evidence of commitment to personal development activity.
- **Knowledge and Experience**
- Advanced level and understanding of performance management and the importance of high quality information and its use. Knowledge of project management and project delivery.
- Substantial experience of working in a report development role utilising SQL, Business Objects Xi, Crystal, Excel and MS Access.
- Experience of planning and managing complex long term data projects.

- Experience of collecting, statistically analysing and presenting information to a range of audiences
- Experience of managing a team of professionals within a busy environment.
- Sound knowledge of the Data Protection Act and Principles.
- Knowledge of use and application of GIS systems.
- Experience of data warehouse design and development.
- Experience of implementing/ developing dashboards.
- Experience of the Social Care and Education environments is desirable.

Skills

- Ability to carry out data analysis and assist business managers/colleagues to define reports required.
- 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. Excellent written and verbal communication skills including the ability to communicate complex issues to all audiences.
- Good skills in, and experience of, the capture, analysis and documentation of requirements for report specifications.
- The post holder will need patience and perseverance to overcome the cultural change issues / blockers. The post holder has to be positive and can do attitude, solution orientated.
- Ability to think logically and problem solving skills.
- Ability to write SQL code, Business Objects Xi, MS Access and Crystal all essential; skills with Power BI desirable.
- Use Microsoft office packages (Word, Excel, Access, PowerPoint) at advanced level.
- Evidence of assertiveness and change management skills working within a complex challenging environment.
- Excellent verbal, numerical and written skills.
- Good interpersonal skills, with the ability to work with Business Stakeholders and colleagues in a tactful and diplomatic way.
- Demonstrate absolute discretion and confidentiality and application of Data Protection Act and principles at all times.