

Job purpose and person specification

Job Title: Analyst (Business Intelligence)

Service: Business Intelligence

Grade: S01

Reports to: Business Intelligence Manager

Job Purpose:

The Business Intelligence Analyst will work collaboratively across the whole Council to support the delivery of a broad range of CCC strategic objectives and outcomes.

The post holder will provide practical support and advice across the Business Intelligence Team, whose focus is on the delivery of the following functions:

- Management & performance information
- Support for Quality Assurance
- Support for Inspections of Council services

Whilst working collaboratively with colleagues to support the wider delivery of all aspects of the work of the Business Intelligence Team.

Principal Accountabilities/Delivery of Outcomes:

Business Intelligence Service

- Support regulatory and Council reporting processes and compliance across the organisation.
- Support the provision of high quality management information and performance reporting for Cambridgeshire County Council, Members and Partners.
- Support the data analysis function to a wide range of internal and external stakeholders.
- Support for the Business Intelligence service role in Quality Assurance and the Council's preparedness for Inspection.
- Support the delivery of the agreed outcomes for your team.
- Assist the team in identifying alternative ways of delivering outcomes in line with cross Council objectives.

Partnership working

- Build and maintain effective working relationships with a wide range of internal and external colleagues and stakeholders to ensure delivery of joint arrangements and Service Level Agreements in order to meet the needs of services..

Cultural change and self development

- Work collaboratively across the organisation.
- Identify opportunities to develop skills and competence via a personal development plan.

Commissioning and commercialisation

- Assist the team to actively seek commercial opportunities and challenge the effectiveness of current systems and processes to ensure optimum use of resources.

Change and innovation

- Assist in the challenge of existing process and procedures to improve operational efficiency and service delivery.
- Support the undertaking of analysis and benchmarking from internal and external sources to ensure the organisation has the widest range of information upon which to make decisions.

Governance and reporting

- Ensure statutory reporting is supported to agreed time and quality standards.

Ensure compliance with relevant legislation and standards.

Job Knowledge, Skills & Experience:

Qualifications Required	Subject	Essential/ Desirable
2 A Levels or equivalent plus 5 GCSEs at Grade C or above	English and Maths at GCSE	Essential
IT	High level of IT literacy particularly with the Microsoft Office suite particularly Excel	Essential

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

Knowledge		
An understanding of the environment in which local government operates	Knowledge & understanding	Desirable

Skills		
Working together	Think creatively about opportunities to work together, building rapport Deliver results across team and organisational boundaries.	Essential
Integrity	Focus on outcomes, self-motivated. Think and plan strategically to deliver services that are based on colleague and customer feedback and input, with decisions being made openly and transparently.	Essential
Respect	Identify areas for improvement to meet the diverse needs of customers and colleagues. Challenge poor use of built and natural resources, delivering improvements.	Essential
Excellence	Review current practice both in own work and in the work of the team. Identify and deliver best practice.	Essential
Effective communication	Strong communication skills including report writing and presentation skills. Ability to persuade and negotiate to	Essential

	<p>achieve outcomes.</p> <p>Strong and effective interpersonal skills in groups, teams and one-to-one situations.</p>	
Partnership working	Work effectively and collaboratively with internal and external partners to achieve required outcomes.	Essential
Judgement and decision Making	<p>Ability to challenge others constructively and to make informed decisions that if challenged can be substantiated.</p> <p>Ability to exercise sensitivity and clear judgement over organisational issues and developments and to arrive at a balanced view.</p> <p>Ability to understand and analyse complex issues and to offer sound, strategic, professional and managerial advice.</p> <p>Demonstrable ability to learn from experience and to share that learning through future actions to improve service and staff performance.</p>	Essential

Experience		
Productive relationships	Proven ability in fostering positive and constructive relationships with internal and external stakeholders.	Essential
Customer focus	Clear understanding of the need to engage with communities and promote good customer relations.	Essential
Presentation of information	Ability to prepare meaningful and concise reports and presentations and to manage and participate in senior level meetings to achieve desired outcomes.	Essential
Technical	Experience of working with and analysing statistics, use of data bases.	
Negotiation	Ability to engage in positive dialogue to achieve desired outcomes.	Essential