Job Description

Job Title: Insight Analyst (Intelligence)

POSCODE: CCC0871

Grade: SO1 – SO2 (Progression will be based on achieving 'desirable' qualifications,
                    knowledge, skills and experiences)

Overall purpose of the job

The Insight Analyst (Intelligence) will play an important role in ensuring the Council can harness the potential of data, using evidence and best practice to support and inform decisions around policy, strategy, plans and budgets, and in turn deliver the Corporate Strategy for Cambridgeshire County Council.

The Insight Analyst (Intelligence) role is pivotal in providing senior leaders with insight to support effective decision-making, often at short notice. Therefore, the ability to problem solve and work under pressure to meet tight deadlines is crucial to this role. The role also requires knowledge of local government service datasets, how they are collected and the methods and approaches to analysing and presenting them in order to meet statutory requirements.

A large part of the role involves extracting and combining operational datasets, transforming the data to ensure it is maintained in an accessible format which allows oversight of day-to-day service management. Therefore, the post holder needs to have a proven technical knowledge and intellectual curiosity to explore complex datasets to problem solve in real time.

Key areas of responsibility will include providing robust, timely and highly accurate analysis, developing insight, producing high quality reports, score cards and benchmarking information. You will present high-quality management and performance information, insights and analysis, to enable stakeholders to understand and proactively manage services and make informed decisions. You will be responsible for communicating complex information to a wide range of audiences to provide accessible data analysis and reporting to inform performance improvement and priority planning.

You will lead on small intelligence projects as well as support larger projects as required, to plan the most appropriate data source interpretation, analyse what insight can be gained and be able to think strategically about how the evidence can be used. Working with members, colleagues and partners to support high-quality, evidence-led planning, decision-making and performance improvement. You will develop and maintain strong working relationships with services, to actively challenge identified areas for improvement in data quality or business system processes.

In addition, the role requires an ability to support the Policy and Insight Managers and Senior Insight Analysts to run workshops, deliver presentations and advise on the most appropriate design and use of intelligence data.

Main accountabilities

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1.	**Analysis and Insight** • Produce high quality information, intelligence and analysis, presenting findings in a way that engages and informs evidence-based decision making and uses up to date technologies and approaches. • Extract and combine data from different sources and formats; using analytical techniques and intellectual curiosity to explore data, identify trends and relationships. • Work alongside policy colleagues, providing data, insight and analysis to inform and influence organisational policy, strategy and transformation. • Provide a professional, creative, solution orientated and responsive service.

March 2023

	• Produce high quality statutory reporting products to agreed time and quality. • Quality assure all data and analysis prior to publishing to ensure high quality and consistent delivery of information.
2.	**Communication, relationships and partnerships** • Communicate complex data and analysis to practitioners, service managers and senior stakeholders using a variety of methods (such as verbal presentations, written work, dashboards). • Work collaboratively across the whole Council and with external partners to understand service-specific issues and local needs in our communities. • Proactively foster and develop effective working relationships with a range of internal and external colleagues and stakeholders (e.g. colleagues in IT).
3.	**Innovation and self-development** • Identify opportunities to develop skills and competence via a personal development plan. • Maintain skills in relevant software, ensuring knowledge and skills in the use of appropriate systems and analytical software . • Seek out innovations within insight and data analysis, horizon scanning to find developments that would improve service delivery. • Proactively make use of approved training resources, including online subscriptions and apprenticeships where appropriate.
4.	**Data extraction, data quality and performance** • Write reports to extract extract, aggregate and visualise data from line of business case management systems. • Monitor data quality on key line of business systems and provide reports to data owners, services managers and commissioners, highlighting issues relating to data quality . • Work with the services and IT to ensure that systems collect data in accordance with reporting requirements and data is provided within statutory timescales. • Work collaboratively with service managers, commissioners and IT colleagues to support system and operational change. • Support the Senior Insight Analyst with the provision of high quality performance and management information to support effective operational service delivery. • Work alongside managers 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. • Use business intelligence and analytical techniques to challenge existing practice and identify opportunities in order to improve service delivery, reduce costs or increase income. • Support analytical projects as required to support commissioners and service managers in determining service delivery or strategic priorities.
5.	**Other** • 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.
6.	**Equal Opportunities** • To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

March 2023

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to degree level, NVQ Level 4 or equivalent experience which demonstrates knowledge and skill - 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

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

Knowledge	Essential/ Desirable
Analytical • Experience of relevant subject matter and analytical techniques (qualitative and quantitative)	Essential
• An understanding of the principles and practicalities of delivery performance monitoring.	Essential
• Ability to approach problem solving in an adaptable, creative and insightful way to provide innovative and beneficial solutions.	Essential
• Excellent analytical skills, ability to gather information from a wide range of sources (including primary sources) and understand strengths and weaknesess of data.	Essential
• Ability to analyse data thoroughly and make recommendations that inform decision making.	Essential
• Ability to communicate data, information and knowledge in a variety of forms to a range of internal and external audiences.	Essential
• Comfortable with considerable amounts of data and operating within a very complex and varied environment.	Essential
• High standards of numeracy, literacy, communication and presentation skills (including completing accurate and appropriate arithmetic and statistical calculations).	Essential
• Extensive experience of relevant subject matter and analytical techniques (qualitative and quantitative) ..	Desirable
• A detailed understanding of the principles and practicalities of performance monitoring.	Desirable

Requirement	Level
• Ability to independently approach problem solving in an adaptable, creative and insightful way to provide innovative and beneficial solutions	Desirable
IT and Technical • Fully proficient at using IT systems, including excellent knowledge of Microsoft 365 packages.	Essential
• Experience of using SharePoint for managing documents and version control.	Essential
• Advanced level experience of using MS Excel for creating/ maintaining spreadsheets and conducting data analysis.	Essential
• Competence with specialist data analytical software (e.g. Databases, Geographical Information Systems, data visualisation platform such as Power BI, smart survey, R).	Essential
• Demonstrable ability to quickly grasp other packages and systems.	Desirable
Local Authorities • Understanding of the decision making and governance arrangements within local authorities.	Essential
• Strategic knowledge across all business functions (i.e. finance, quality, business development, HR and communications).	Desirable
Working with Members • Knowledge of organisational and political structures within the Local Authority environment.	Desirable
• Able to exercise discretion in dealing with politicians and sensitive issues.	Essential
Skills	
Working Together • Ability to build strong, credible, professional relationships with a wide range of people internally and externally.	Essential
• Highly effective team working demonstrating flexibility to readily assist/ support where required.	Essential
• Ability to support the quality assurance processes within the team and provide feedback to colleagues.	Essential
• Ability to negotiate with key partners and businesses to build collaborative solutions that recognise the diverse needs of our communities.	Essential
• Ability to provide coaching and mentoring to Junior Analysts, specifically explaining knowledge of specific topics and techniques relevant to the council and partners.	Desirable

March 2023

• Ability to negotiate and persuade stakeholders when conveying evidence in contentious proposals, solutions and implementing resolutions.	**Desirable**
• Proactively problem solving in order to find solutions in order for analysis to be effective and limitations in source data to be overcome.	**Desirable**
Integrity	
• Able to plan and manage own time and workload to meet deadlines and needs of the service.	**Essential**
• Excellent organisational and time management skills, with ability to self-direct and work under own initiative.	**Essential**
• Ability to take hard decisions on relating to own work when necessary, including prioritising under time pressure.	**Desirable**
• Ability to work largely independently whilst delivering consistent results.	**Desirable**
Respect • Strives to identify areas for development in meeting expectations.	**Essential**
Strategic Thinking • Ability to translate complex and specialised concepts and ideas into meaningful plans and action.	**Desirable**
Communication • Excellent communication skills, verbal, written and listening and the ability to adapt personal style to meet the needs of a range of audiences.	**Essential**
• Excellent written skills in order to publish meaningful high-quality insight in the public domain.	**Essential**
• Ability to communicate complex information to a wide range of stakeholders using good networking and influencing skills.	**Essential**
• Ability to present findings in a clear and meaningful way with confidence.	**Essential**
• Ability to present complex datasets and findings in a clear and meaningful way with confidence.	**Desirable**
• Ability to challenge where necessary with a wide range of stakeholders using good networking and influencing skills.	**Desirable**
Knowledge • Knowledge of some or all of the following Local Authority service areas; Adult's/Children's Social Care, Commissioning, Education, Early Help, Communities	**Essential**

March 2023

• Knowledge of the best practice use of data including limitations and able to advice colleagues appropriately.	**Essential**
• Detailed knowledge of some or all of the following Local Authority service areas; Adult's/Children's Social Care, Commissioning, Education, Early Help, Communities.	**Desirable**
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