

Job Description

Directorate:	GETH		
Service:	Accessible Transport Services		
Location:	Preston		
Salary range:	£40,777 - £46,142	Grade:	9
Reports to:	SD Manager	Staff responsible for:	N/A

Job purpose and scope

The role will be responsible for the design, development, maintenance, analysis, reporting and disseminating Business Intelligence to deliver robust and accessible intelligence products in order to guide and inform evidence-based decision-making. The results and findings from these projects will inform service design and decision making, for the benefit of policymakers, service providers, partners and the public.

This will require working directly with senior managers, service leads, partner organisations, external consultants, system suppliers and colleagues in the Digital Service as needed. The role will be responsible for:

- 1) Development and maintenance of service Business Intelligence reporting system infrastructure, including delivering new reports, monitoring report performance and usage, supporting changes to data extraction and transformation for identified and agreed business requirements, testing system upgrades, and ensuring business continuity.
- 2) Gathering, interpreting, and developing reporting requirements through working in partnership with business leads from across the council, ensuring the council's core information systems can meet these requirements and incorporating them in the Business Intelligence (BI) reporting solutions deployed within the council.
- 3) Leading and managing the successful completion of service and corporate performance data ensuring that core systems comply with statutory and regulatory requirements and that required data are collected at the right time.
- 4) Developing and maintaining tools and systems to combine complex data from different sources to create a single view, working closely with the council's Digital Service team.
- 5) Developing and maintaining dashboards and reports using the council's internal data and appropriate external data showing activity, trends and projections for operational and strategic purposes.
- 6) Driving data quality improvements to ensure data quality and reporting issues are identified, with appropriate solutions implemented, aiming to maximise the quality of data being reported internally and externally.
- 7) Keeping abreast of new AI and BI technologies and best practice alongside national statutory reporting requirements.
- 8) To provide specialist advice and guidance on research and analysis to the users of research and consultation data.
- 9) To support qualitative research projects as required.
- 10) Review existing procedures, develop, and maintain new to ensure the service meets the requirement for external accreditation.

Accountabilities/Responsibilities

Acquiring and working with data

- Develop and implement data quality assurance processes, including data definitions and metadata, data quality assessment measures and validation rules, and data processing documentation. Regularly report data quality issues and their impact to service leads. Release data in-line with the council's assured data processes.
- Deal with sensitive, confidential and person-identifiable data in accordance with legislation and policies.
- Provide technical expertise and guidance in the development and support of the enterprise-wide business intelligence and reporting suite.
- Responsible for the delivery of reporting projects, full lifecycle, reporting to internal stakeholders across the council.
- Develop tools and processes and procedures for the maintenance, cleansing, retrieval, and manipulation of data.
- Review, identify and address gaps in data and analytical processes. This may include developing new approaches to data acquisition.

Data analysis

- Develop an in-depth knowledge of the wide range of core data recording systems deployed within the service and their underlying data structures and databases.
- Lead on the production of significant pieces of intelligence that enable managers across the service to deliver services and make informed decisions based on the best available evidence, documenting methodology and ensuring that the data is fully referenced.
- Apply specialised and technical skills, and a high level of numeracy, to analyse and interpret highly complex data models. Identifying data quality issues and ensuring both local and national objectives are met.
- Use judgement to resolve highly complex queries where there is more than one possible answer and to decide on the most appropriate solution.
- Use feedback from key users such as directors, service heads and highway managers to shape, develop and refine the specific objectives, scope and deliverables of analyses.
- Quality assure the analysis and analytical outputs, ensuring that analyses are accurate and meet best-practice standards.

Presenting and disseminating analysis

- Derive meaningful insights and powerful narratives from complex data to shape strategic and operational recommendations.
- Summarise and present sometimes complex data analysis to a range of audiences, using the most appropriate dissemination and communication.
- Present analysis, insights and recommendations clearly and confidently to colleagues, and have an impact on decision-making.

- Advise users on the interpretation and the quality of the analysis and findings, drawing conclusions and making recommendations where appropriate.
- Produce and develop reports and other analytical products such as webpages, dashboards, spreadsheets, maps, presentations, infographics and other tools, seeking and incorporating user feedback where possible.

Working with partners

- Lead or participate in relevant internal and external boards, working groups, projects and initiatives, which may be highly complex, sensitive, political, and contain contentious information, to provide information, analytical advice and insight to teams and/or partners.
- Actively promote the use of evidence-based decision-making in the county council and with key partners and partnerships.
- Plan, control and manage projects to meet a well-defined brief and provide input to complex multi stakeholder projects to resolve specific issues. This may include analysing complex data and producing ad-hoc reports using professional expertise.

Projects

- To support senior managers on specific service-related projects that brings innovation and technology to everyday matters.
- To represent the service in introducing new technologies and to ensure required data can be retrieved, analysed, presented in various forms to directors, heads of service and highway managers.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Degree qualified (or equivalent) in relevant subject plus number of years' experience in a similar role.
OR
Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant roles.
OR
Formal professional qualification within specialism (if applicable).

Experience

- Experience of working with BusinessObjects – however candidates who can demonstrate advanced transferrable skills in an equivalent software application will be considered.
- Experience of working independently with relevant specialised reporting systems. Advanced knowledge of BI technologies e.g., Power BI in a developer role, Oracle BI, Business Objects or similar.
- Experience of developing high quality database solutions.
- Experience of working with data recording systems and databases, designing, developing, and maintaining business intelligence solutions.
- Experience in the design, development, and implementation of complete life cycle BI reporting solutions. From gaining specifications to design, testing and dashboard development.
- Experience of maintaining and supporting data analytics platforms through data modeling and report creation.
- Experience of translating business requirements for software application specifications or development.
- Experience of producing and presenting data analysis and findings that are relevant for different users' needs and levels of technical understanding.
- Experience in developing and implementing data quality assurance processes.
- Experience of using geographic information systems, data visualisation tools, databases or specialist statistical software packages, e.g. Power BI, ArcGIS, SQL, SPSS or R.
- Experience in partnership working and stakeholder management, including building and maintaining professional relationships.
- Experience in project management and planning.

Essential knowledge, skills & abilities

- Highly competent analyst who can understand, interpret and present complex information quickly and accurately to inform strategic decision-making.
- Highly numerate, with strong analytical skills and problem-solving capability.
- Ability to lead software development, deployment, and maintenance, crafting, and executing queries upon request for data and presenting information through reports and visualization
- Ability to translate business needs to technical specifications and then have the ability to design, build and deploy BI solutions
- Excellent communication skills and the ability to collaborate with teams to ensure reporting systems are developed and maintained to meet the information needs of each service.
- Ability to build appropriate and useful reporting dashboards using Microsoft Power BI
- Advanced knowledge of BI technologies (e.g., Microsoft Power BI, Oracle BI, Business Objects).
- Sense of ownership and pride in your performance and its impact on the council's success.
- Good technical writing skills and able to document the contents in a data warehouse and meta-data storage; and creating technical documentation for BI tools
- Skills to communicate complex matters in difficult situations, requiring persuasion and influence.
- Self-motivated, and able to work with colleagues and partners at all levels in order to deliver the role requirements.
- Ability to write clear and concise reports and to present, in writing and verbally, complex information to a range of different audiences.
- Excellent organisational skills to meet deadlines in the face of competing priorities.
- Able to take a lead in understanding and improving processes, procedures, data quality and performance.
- Able to formally train and mentor other professional staff.
- An understanding of data security and confidentiality issues.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.