

Job Description

Analyst Support Officer

Education and Children's Services

Service:	Children & Family Wellbeing	Team:	MI Team
Location:	County Hall, Preston, Lancashire		
Salary range:	£32,061 - £36,363	Grade:	Grade 7
Reports to:	Lead Analyst	Staff responsible for:	n/a

Job Purpose

Reporting to the Lead Analyst, post holders will provide routine service focussed technical support in processing, preparing, cleansing, reporting and analysing key data sets pertinent to the delivery of early help services. Key areas of focus will be;

Early Help Service performance data, management information and quality assurance data.

Data and processes which support the implementation of Lancashire's response to the Supporting Families programme

Post holders will generally work to standardised processes in working with service data within agreed quality standards and specification, under the general guidance of more experienced colleagues. However, they may deal from time to time with particular bespoke or complex issues that require a degree of diagnosis and analysis in order to recommend the best course of action to produce the required data or analysis.

They will apply judgement and analysis to identify and respond to data/performance intelligence requirements within early help, providing appropriate output responses/reports, working within established technical guidelines, including those expected from the national supporting families programme.

Post holders will support the systems and procedures which underpin early help data performance monitoring, data sharing protocols and impact analysis using agreed technical frameworks.

Supporting the early help service central team in the delivery and continuous improvement of early help services for children, young people, and families in line with the vision for Children and Families in Lancashire developed by the Children and Families Partnership Board which states;

Children, young people and their families are safe, healthy and achieve their full potential

To deliver this vision we have agreed some key outcomes:

1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.
3. Children and young people enjoy healthy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

Accountabilities/Responsibilities

1. Utilise services management information systems to process data to enhance the efficiency and effectiveness of Early Help and Supporting Families reporting
2. Provide timely collection, processing, and routine analysis of technical data and follow up on discrepancies/omissions to support the delivery of services.
3. Provide information and practical, routine advice to service operational managers and practitioners on use of service MI systems and data by interpreting established procedures and applying best practice within technical field.
4. Provide technical guidance and resolve non-standard issues for non-technical service staff to ensure customer and service issues are effectively resolved.
5. Keep up to date with changes in policy/legislation/contractual requirements to ensure service delivery is effective and complies with appropriate regulations, quality standards and service level agreements.
6. Undertake technical tasks in terms of data performance procedures, which assist with inspections, data assessment methodologies and analysis of key performance data sets.
7. Collate and analyse technical data from a variety of sources and interpret findings for review by more senior colleagues. This includes producing a wide range of standard reporting as well as ad hoc reports or project work.
8. Provide on the job training, mentoring and guidance to less experienced members of staff around ICT/technical systems use, to ensure they are able to develop the necessary skills to deliver in their role.
9. Develop templates/guidance around Early Help processes to ensure alignment between technical systems usage and operational processes
10. Visibly and actively support and promote the corporate activities and the values of the Council.

Other

11. Flexible application of working hours to respond to periodic service needs to work outside of core weekday/daytime hours

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

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.

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 (Grade 7 – Technical/Professional)

Analyst Support Officer

Education and Children's Services

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Professional and/or academic level 3 qualification or equivalent or substantial experience in a relevant technical, specialised or operational field	E	A
Experience:		
Experience of working independently with relevant specialised systems, equipment and/or IT software	E	A, I
Experience of working with other professionals to develop shared initiatives around MI/data delivery	D	A, I
Knowledge and Skills:		
Detailed knowledge of the practical application of specialised processes/procedures relevant to the role, typically gained through extensive practical experience	E	A, I
Awareness of council and other relevant policies related to data Management, particularly information governance	E	A, I
Up to date knowledge of relevant policy, technical, regulatory or professional framework.	E	A, I
Good technical capability in the use, development, reporting and manipulation of data using a range of technical systems.	E	A, I
Ability to clearly explain technical issues to non-technical users.	E	
Good analytical skills	E	A, I
Good written and verbal communication skills	E	A, I
Ability to build and maintain effective networks and relationships	E	A, I
Knowledge of the use of Artificial Intelligence to support technical/non-technical staff to deliver their roles, including AI prompts and best practice usage.	D	A, I
Knowledge of policies and procedures of Early Help or Children's Services	D	A, I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I