JOB DESCRIPTION

POST TITLE: Senior Business Intelligence Analyst

GRADE: 10

DIVISION / UNIT: Policy, Partnerships & Performance

DEPARTMENT: Strategy & Communities

REPORTS TO: Business Intelligence & Performance Manager

PURPOSE OF THE JOB
- To harness the power of data, insights and intelligence-based decision making and collaborative working across Southwark Council through embedding a data-driven culture and acting as a conveyor of communities of practice to enable more effective and efficient ways of working, monitoring and continuous improvement of performance.
- Working closely with designated IT resource to develop joined –up system solutions, digital innovation and systematic approach to data capture.
- To build tools and products to measure and evaluate performance data and impact of delivery towards council priorities, and provide a suite of intelligence and performance data to enable informed decisions, track performance, target resources and capacity to make a greater difference to decision-making.

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Southwark Council values: Treating residents as if they were a valued member of your own family | Being open, honest and accountable | Spending money as if it was your own | Working for everyone to realise their own potential | Making Southwark a place to be proud of | Always work to make Southwark more equal and just | Stand against all forms of discrimination and racism

PRINCIPAL ACCOUNTABILITIES

1. Working collaboratively to build consistent cross council intelligence and data-driven culture within department and services, enabling the use of performance data to drive high quality insights of delivery, impact evaluation and decision-making by council services.
2. Work with colleagues to support performance management framework as part of Southwark Futures programme to drive improvement to the quality of performance data from relevant council services and the achievement of relevant council priority outcomes
3. Work closely with IT to analyse, develop and improve a long term data system solution to deliver simple, consistent council wide corporate performance data and intelligence collection and presentation
4. Manage the curation of a community of practice within services and departments around innovative performance data capture, use, and evaluation; ensuring they are inspired to work collaboratively, transparently and share knowledge
5. Work in partnership towards clear, shared objectives to tackle complex problems
6. Support key strategic projects, priorities and areas for service improvement to develop, embed, monitor and report on their performance at a service and a corporate level
7. Help to monitor corporate performance and support the performance cycle reporting
8. Develop a pipeline of performance cycle reports and dashboard to enhance transparency of information available to managers and decision-makers, and support performance cycle reporting
9. Facilitate collection of council wide evidence-base and performance data for strategy and policy development, including innovative design, implementation and adoption of modern analytics methods in the team and across the Council in order to address current data and analytical needs
10. Lead the design and implementation of processes and controls to drive improvement in the quality of data for analysis and reporting
11. Develop external relationships to ensure the function stays up to speed with latest thinking in data use
12. Ensure that data is handled according to the principles and requirements of the Data Protection Act 2018

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JOB CONTEXT / REPORTING

The Policy, Partnerships and Performance service brings together the teams which drives and promote coherent corporate strategy, policy and plan development aligned to council priorities, business intelligence and performance data that enables transparency and continuous improvements through building of evidence-base and external lens, and strategic partnerships management that co-ordinates, aligns and embeds Southwark's strong organisational, place and political leadership through common partnership goals.

The Business Intelligence & Performance team harness data analytics and evidence-base to ensure that the council has the necessary suite of intelligence and performance data to enable informed decisions, track performance, target resources and capacity, and continuous improvement of decision-making and impact.

Reporting:

The post holder will have line management responsibility.

Financial responsibilities:

1. Appropriately manage any resources delegated to the team.

Conditions of Service:

1. Must be able and willing to work outside normal office hours as required, such as evening meetings, but this will be subject to agreement, where possible.

2. This post is politically restricted under the Local Government and Housing Act 1989

Grade/Conditions of Service

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

Knowledge, including educational qualifications:	Essential (E)	How assessed (S/ I/ T)
Knowledge and successful experience of working with other to introduce new business intelligence concepts and methods, including data modelling and data dashboards.	E	S/I
Thorough understanding of the requirements of GDPR and the Data Protection Act 2018, with ability to lead, design and implement processes to ensure compliance.	E	I
Educated to degree level or equivalent standard in information technology-related qualification	E	S
Experience:		
Experience of working as a lead around the use of performance data, ideally in a local government setting.	E	S/I
Strong experience in working collaboratively to join-up data systems and data management; extract, load, and transforming data for performance cycle reporting purposes, preferably in a Local Government context.	E	I
Experience in developing performance metrics and benchmarking data.	E	I
Experience of engaging with a variety of senior stakeholders and team members to drive product, projects and team tasks through to completion, with the ability to work under pressure, and encourage others, to meet deadlines.	E	S/I
Strong experience of leading the implementation of data-driven performance systems	E	S/I
Experience of managing or supporting more junior members of staff	E	I
Aptitudes, Skills & Competencies:		
Good communication skills - able to translate concepts and complex data and analysis into clear, accessible and actionable information for senior leaders and non-technical audiences to	E	S/I

build a common understanding around performance and community of practice around data collection.		
Strong influencing skills with a critical and analytical approach to problem solving	E	I
Experienced in using data to drive change and process improvements	E	I
Ability to think strategically and politically astute	E	I
Advanced Excel knowledge and experience around data extraction and manipulation	E	I
Excellent team working, with the ability to mobilise resources effectively and motivate others to deliver on objectives.	E	I
Special Conditions of Recruitment:		
Comply with and promote the Council's Equal opportunities policy.		

Key: **E** Essential   **S** Shortlisting criteria
                                    I Evaluated at interview
                                    T Subject to test