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| Service and job specific context statement | |
| **Directorate:** | Central Services |
| **Service:** | Technology and Change |
| **Post title:** | Data Intelligence Officer |
| **Grade:** | I |
| **Responsible to:** | Data Intelligence Specialists |
| **Staff managed:** | Manage staff on a project/matrix basis (not direct line management) |
| **Date of issue:** | December 2016 |
| **Job family:** | **P&T - Professional & Technical** |

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| Job context |
| Staff providing strategic support will provide an integrated service across the council, with those providing strategy, policy, performance functions managed by the Assistant Director Policy and Partnerships, and those providing data and intelligence functions managed by the Assistant Director Technology and Change.  The Technology & Change Service supports the NYCC ICT infrastructure including the telephones, network and desktop, laptop and server estates, as well as providing application support, project services and consultancy to our internal customer base. ICT Services is also responsible for the procurement of ICT equipment and services via third-parties as well as the corresponding contract and service level management. ICT Services has internal service levels with the directorates and is responsible for the negotiation and monitoring of these service levels with the relevant business unit.  Technology & Change Services also coordinates ICT and change related projects to support the business, these can be small work packages or full scale implementations, and business process change projects.  The Data and Intelligence team is one of the teams in the Technology and Change Service. The Technology and Change Service provides and supports the ICT infrastructure including network, end user devices, system support, software development and solution design. The service also provides project management and business change support across the authority.  The service’s priorities are to provide an efficient and effective Technology and change service for the organisation and assist in delivering its change and commercial agenda. The Data and Intelligence team will have an understanding of all service areas in the authority and work closely with the services to ensure all products of the data and intelligence team are accurate, timely and appropriate.  The post holder supports the following themes within Data and Intelligence (Production, Transformation, Advanced Analytics and Visualisation) ensuring that it meets the requirements of the organisation.    The post holder has matrix management responsibility of the Data Assistants within the Data and Intelligence and Data and governance team and must provide leadership and direction to these officers ensuring that the technical competence of all staff is maintained to deliver a professional service to all stakeholders. |

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| Structure |

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| Job Description | |
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| Job purpose | Provide Data and Intelligence expertise to the organisation to ensure maximum benefit from their investment through developing and maintaining the BI strategy. Understand both the business and the technical aspects of Data and Intelligence ensuring they deliver the required outcomes. Support business users in Data and Intelligence projects and reinforcing the role of Data and Intelligence in the business and clearly communicate what business intelligence will and will not deliver. |
| Operational management | * To contribute to the delivery of a high quality efficient service ensuring a customer focus is maintained that is appropriate to the service * To manage the day to day delivery of data and intelligence output to frontline services across the organisation in accordance with performance levels and standards specified and appropriate to the service * Assess staff performance to ensure that they are delivering the service to consistent standards * To assist as required in managing the resources of the service * Provide Data and Intelligence support to the organisation. * Adhere to data quality standards including ensuring we conform to published metadata standards. * Maintain a knowledge of the council’s policy context to inform all data research and analysis, communicating best practice across teams. * Use a variety of IT applications and software to obtain and manipulate data in a way that is accessible and useful to decision makers. * Write concise accurate reports for senior managers composed using multiple internal and external data sources. * Work closely with other data, research and performance officers across the council, to maximize the use and application of available intelligence and insight. * Continually contribute to the improvement of processes and systems that generate analysis and insight. * Represent the Data and Intelligence team within the authority and promote the awareness and usage of business intelligence. * Contribute to the definition of Business Intelligence principles and standards. * Follow best practice data warehouse architectures and data modelling techniques to allow statistical analysis, reporting and data mining. * Contribute to identifying, implementing and maintaining relevant Business Intelligence tools that are used across the authority to support project delivery and the allocation of resources. * To provide guidance and support to members of the team in order to ensure an efficient service is provided. |
| Communications | * Support effective communication, consultation and engagement on service delivery with all stakeholders and customers as appropriate. * Collate stakeholder feedback, report and analyse information in order to ensure continual service improvement. |
| Partnership / corporate working | * Liaise as required with partner organisations on Data and Intelligence projects and issues as appropriate. * Promote the use of Data and Intelligence Services through collaborative working with other public sector organisations across North Yorkshire |
| Resource management | * Matrix manage staff during projects and provide feedback on performance management in relation to data intelligence standards. * To manage regular and fully documented team meetings (during projects) * To be proactive in the promotion of continuous personal development of all staff allocated to the team, including self. * Ensure change is managed effectively in order to ensure service delivery is maintained * To lead, manage and promote a culture of exceptional customer care |
| Systems and Information | * To ensure the development and implementation of effective systems to manage and support the work of the team. * To ensure that all queries from stakeholders and customers are responded to promptly and constructively in line with current targets and guidelines. * To ensure all systems supporting the delivery of the service are accurately maintained including maintenance and updates. * To provide accurate and timely information from the system as requested. * To be responsible for data protection, information and computer security issues of the appropriate team |
| Strategic management | * To assist the management team in identifying business opportunities to develop and enhance the service to the customers * To identify process and policy improvements which could be improved and deliver cost reductions to the Technology & Change Services and NYCC * Support the identification and development of business process improvement opportunities * To actively consider new and innovative ways of doing things recognising and promoting the positive benefit of change to improve services and achieve goals. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Knowledge of the context in which local government and its partners operate including current issues for local government impacting on business intelligence * An understanding of how business intelligence can be developed and enhanced within an organisation * Can demonstrate understanding of the business and technical issues associated with the analysis, design, development, testing, implementation and support of information systems * Understanding of current guidance and legislation with respect to Data and Intelligence and its use. * Understanding of the principles underpinning quality management * Detailed knowledge of current trends, issues and initiatives within the particular service area * Knowledge of process improvement techniques * Knowledge of project management techniques * Range of ICT knowledge * An understanding of Business Intelligence best practice, trends and capabilities within the private and public sectors. | * Knowledge of relevant legislation. |
| Experience   * Experience of a Data and Intelligence function * Experience of contributing to service improvement, service efficiency and seeking innovation * Experience of developing good working relationships at all levels to help achieve business objectives * Significant experience of analysing, designing, developing and testing reporting products. * Experience in accessing and manipulating data from SQL, Web source, JSON, XML and RESTful API. * Experience of working to and achieving deadlines and targets * Experience of process development and improvement and maintaining accurate system records * Experience of dealing with customers * Experience of data governance * Experience of supporting business intelligence projects | * Supervisory or line management experience * Demonstrable experience of managing analysis projects * Experience of public sector working |
| Occupational Skills   * Analytical skills - analyses and interprets information to support service areas * Audit skills – Ability to monitor performance against audit plans * Problem solving * Decision making skills – ability to make risk related decisions * Persuading, Influencing and Negotiation Skills * The ability to quickly grasp and assimilate new technologies, software and information. * Communication skills – good presentation skills, good written skills, ability to prepare reports on complex issues and the confidence to present them. * Project working skills – managing small projects using appropriate project planning techniques * ICT skills * Customer care skills - Ability to put the customer at the centre of service and business solution design, ability to balance the role of customer advocate with a corporate approach. | * Project estimating, planning and management skills. * Ability to lead and motivate others |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * IT related Degree/HND standard or equivalent qualification or experience. * Literacy and numeracy skills to Level 3 or equivalent * Evidence of ongoing commitment to CPD. | * Prince2 Certification * ITIL Certificate * Relevant Oracle or Microsoft qualification |
| Other Requirements   * Ability to travel across the County * Ability to attend meetings outside of normal business hours |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.