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| Service and job specific context statement | |
| **Directorate:** | Central Services |
| **Service:** | Technology and Change |
| **Post title:** | Data Intelligence Specialist (6 posts) |
| **Grade:** | L |
| **Responsible to:** | Data Intelligence Team Leader |
| **Staff managed:** | Manage a team of specialist professionals |
| **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. The service is also responsible for the procurement of ICT equipment and services via third-parties as well as the corresponding contract and service level management. The service 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 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 holders will lead on one of the following themes within Data and Intelligence (Spatial, Advanced Analytics and Visualisation) or co-ordinate the work of the production or transformation theme ensuring that they meets the requirements of the organisation. The postholders will line manage the staff allocated to these themes.    The post holders will work closely with the Strategy and Performance team to provide resources to improve visualisation of performance information. Also linking with partner organisations to produce regional data sets to improve the delivery of public services.  The post holder has matrix management responsibility of resources within the Data and Intelligence 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 | The core focus of this job is to lead the development, governance and performance of data and intelligence services for the organisation. Provide Data and Intelligence expertise to the organisation to ensure maximum benefit from their investment through developing and maintaining the BI strategy. Support the use of business intelligence across directorates to support service and organisational performance and strategy. Understand both the business and the technical aspects of Data and Intelligence ensuring they deliver the required outcomes. Drive the use of business Intelligence to support services and organisational performance and strategy. |
| Operational management | * To ensure integration and delivery of an effective service through the management of resources * Management of the full project life cycle, especially managing risks (arising from project dependencies) and change control (resulting from a dynamic business agenda). * To contribute to the review of the service to ensure that it continues to be efficient and effective and takes into account changing service levels, priorities, policy changes and technological developments. * Deliver targets set down in the service and team plans. * To resolve any service delivery issues within available resources. * To monitor and improve customer satisfaction levels for the service. * Manage a portfolio of projects (under one of the following themes; production, transformation, advanced analytics and visualisation) to deliver high quality insight to senior managers in the council and its partners. * Proactively identify the data and analysis needs of lead commissioners and service units across the council, and work to provide them with intelligence and analysis that supports effective decision making. * Manage data quality standards including ensuring we conform to current published metadata standards. * Provide a responsive signposting and data consultancy service, helping colleagues find and make use of the cross-cutting government/public sector data and intelligence they need. * Proactively develop accessible tools that promote and enable ‘self-service’: enabling customers to obtain data and analysis when they need it. * Develop and maintain a knowledge of the council’s policy context to inform all data research and analysis, and act as champions of these policies 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. * Research, collate and analyse data from internal and external complex data sources and produce reported output to improve business development and performance and intelligence. * Look for opportunities to encourage information transparency within the organization, and look to publish, at an appropriate level of detail, information to our open data platform * Work closely with other data, research and performance officers across the council, its local and national partners, 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. * Develop relationships at all levels across the council in order to facilitate the effective usage of analysis and insight. * Represent the Data and Intelligence team both within and outside the authority and promote the awareness and usage of business intelligence. * Represent the authority at external bodies and events as appropriate to the role. * 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. * Work with all teams within Technology & Change to promote shared applications and infrastructure to reduce costs. * Manage risks related to IT and information assets. * 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. |
| Communications | * Communicate regularly with members of your team and wider service to ensure that opportunities for collaboration and knowledge sharing are maximized. * To provide guidance and support to members of the team in order to ensure an efficient service is provided. * To communicate effectively at all levels either in writing or orally to achieve the required outcome. * To ensure there is an effective liaison with other teams within the service as well as internal colleagues and external organisations. * To attend appropriate meetings in order to ensure the views and needs of the service are clearly represented. |
| Partnership / corporate working | * To promote partnership working internally and with other organisations. * To represent the Authority, Technology & Change Service as necessary at Member and officer working parties and any other internal or external meetings on Business Intelligence matters. * Working with suppliers of third party applications to deliver appropriate integrated solutions meeting the business requirements. * Promote the use of ICT Services through collaborative working with other public sector organisations across North Yorkshire * Develop and maintain a network of insight and intelligence leads from across the local and regional public sector to share best practice, join up data and analysis, and identify opportunities to improve the quality of decision making across the system. * Develop relationships with the providers of data and analysis inside and outside the council. |
| Resource management | * Setting and monitoring targets and performance indicators through individual and team consultation, recruitment and selection, induction and planning staff cover. * To improve the performance of staff line managed by maintaining communication with staff and providing the appropriate support and guidance. * To be responsible for the performance management and development of staff in the team. * To manage/contribute to the management of a budget as determined by the service and to take corrective action where appropriate in liaison with line manager. * Resource Management to ensure adequate resources are available to deliver Technology & Change Data and Intelligence projects * Responsible for the management of multi – skilled Project Teams * To lead and 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. Reviewing staff skills matrix on a regular basis. * To lead, manage and promote a culture of exceptional customer care * Management of the relationships with 3rd party and other NYCC Project Teams * Preparation of business cases and investment request for developing and growing all aspects of the technical architecture |
| Systems and Information | * To ensure operational delivery using the relevant systems and information available * Ensure all appropriate employee records are maintained in accordance with County Council policy. * To implement systems and procedures that will ensure accuracy of all data recorded * Prepare and present reports as requested to the appropriate audience including Committee, Councillors and the Public. * Use systems and information as appropriate to quality assure the work of other professional and support staff. * Ensure service information is available to service users/customers including the public as appropriate. |
| Strategic management | * Contribute to, and where appropriate lead, specific strategic initiatives and projects, working with partners, customers and stakeholders as appropriate to achieve service aims. * Contribute to corporate objectives and transformation staffing issues as appropriate, working with managers to support service improvements, efficiencies and implement new processes. * In conjunction with other service colleagues identify and recommend appropriate action to senior management, and contribute to the development and implementation of guidance and action plans to enable and facilitate the delivery of key initiatives. * To assist the Data and Intelligence Manager in identifying business opportunities to develop and enhance the service to the customers |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * An awareness of service management best practices * Knowledge of Business Intelligence (Microsoft Product set) * In depth understanding of the business and technical issues associated with the analysis, design, development and support of Business Intelligence systems. * In depth knowledge of current guidance and legislation with respect to the particular service area * Knowledge of relevant policies and procedures. * Knowledge of the principles and practices of effective people management and excellent customer service, appropriate risk management and budget management * Knowledge of data architecture principles in relation to business intelligence * Statistical and Programmatical knowledge * A demonstrable knowledge of the principals of effective information management and experience of applying the principles. * Knowledge of process improvement techniques * Knowledge of project management techniques | * A clear understanding of best practice in ITIL service management and managing the delivery of ICT services, programme and projects including formal methodologies such as PRINCE2 * Knowledge and understanding of the main issues affecting the service area relevant to the position |
| Experience   * Proven experience of managing a team/project, planning and organising work * Experience of developing and implementing policies and strategies * Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources. * 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 planning and managing the delivery of complex ICT projects * Experience of Business Intelligence * Experience of managing customer relationships and meeting or exceeding customer expectations | * Experience of working in ICT or business change in the public sector |
| Occupational Skills   * Ability and experience of manipulating, analysing and interpreting complex data, identifying the key policy-relevant findings, and actions or improvements that are needed as a result. * Audit skills – Ability to monitor performance against audit plans * Excellent organisational and administrative skills * Ability to prioritise workloads and delegate effectively * Negotiation and influencing skills * Report writing skills * Change Management /Business Process Re-engineering skills * Ability to lead by example and demonstrate a ‘customer care’ approach to work * Ability to make decisions within own area of responsibility * Ability to co-ordinate, monitor and review the use of financial information * Ability to problem solve and find pragmatic solutions * Ability to effectively prioritise work * Able to communicate effectively orally and in writing to produce documents in a range of formats to suit a range of audiences |  |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * Relevant degree or professional qualification or relevant experience * General ICT Technical training | * ITIL V3 foundation certificate * Project management qualification * Recognised management qualification |
| Other Requirements   * Ability to travel across the County * Ability to attend meetings outside of normal business hours * Ability to work both on own initiative and as part of a team |  |
| 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.