

# Job Profile

Position Details	
Post	Information Analyst
Service Area	Adults and Health/ Commissioning/ Performance Team
Reports to	Head of Performance & Business Intelligence
Grade	PO1-PO3
Job Family	To be completed by HR

Role Purpose
<p>The post holder will be part of the Performance and Intelligence Unit and will be responsible for complex data analysis, playing a pivotal role in ensuring that the commissioning of care and support services is robustly needs-led.</p> <p>The Performance Team has a wide and varied remit ranging from completing key statutory returns, reporting performance to senior officers and Members and supporting service improvement through performance management.</p> <p>The post holder will ensure that data analysis is collated, accurate and presented in a variety of ways that are accessible to a range of audiences and will be expected to use and make use of infographic and data visualisation techniques to achieve this. A key component of the role is maintaining effective performance management systems and provide support to business units to monitor progress towards meeting Council objectives/targets particularly relating to our “People” Priority and the delivery of Adult Social Care Services.</p> <p>Your work will contribute to improving data quality and promoting a culture of continuous improvement.</p> <p>The post holder will be part of a small team of analysts that support senior analysts and our “People” performance lead. They will work closely with colleagues in the Commissioning unit and Business Intelligence and Insight team to ensure that meaningful analysis sits at the heart of decision-making.</p>

Main Responsibilities
<ol style="list-style-type: none"> <li>1. Work with team colleagues to ensure that data collected for annual statutory returns e.g. SALT, Safeguarding Adults Collection and Adult Social Care and Carer surveys and for performance management is submitted on time and of high quality.</li> <li>2. Play a key role in turning data into meaningful local information, enhancing intelligence capacity to enable the council to become needs/evidence-led in the development and commissioning of Care and Support services.</li> </ol>

3. Run and compile monthly performance reports using data extracted from Mosaic (our social care IT system), including producing reports from systems using logic, formulae etc., data manipulation on spreadsheets, analysing trends and interpreting data to inform service improvement and to aid service managers in monitoring including developing systems and reporting to meet their requirements.
4. Conduct monitoring of data at an operational service level and an outcome level to track achievement against objectives and targets predominantly supporting Social Care Services. Be responsible for the collection of information from a variety of sources including other departments and pro-actively review, analyse and challenge performance data.
5. Work with the wider team, including the relevant service to support performance interrogation, research and analysis and to present findings in a clear and accessible way to a variety of audiences. This may include undertaking qualitative and quantitative research projects to support population needs assessments, commissioning strategies or other related statistical analyses.
6. Develop accessible and innovative methods of collecting, collating and presenting accurate statistical and qualitative information from within the Council and across partner organisations
7. Provide support on performance projects and ad hoc duties e.g. benchmarking returns, responding to Freedom of Information requests etc, and working in a flexible way across a range of areas.
8. Develop contacts with other authorities and outside agencies, identifying areas of best practice and sharing these widely across care and support services.
- 9.
- 10.

#### Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.

4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent professional experience</li> <li>• Experience of working in local government, within health and/or social care performance and intelligence sector.</li> <li>• Knowledge of legislative and policy requirements in respect of the service areas. Ability to develop a thorough knowledge of health and social care approaches and health and well-being and care policy.</li> <li>• A proven track record of using performance, intelligence data and evidence to drive service transformation or change and improved outcomes</li> <li>• Experience in the development of systems for the inputting, storing and dissemination of performance and intelligence information.</li> <li>• Highly skilled in numerical and statistical methods and use of information technology.</li> <li>• Experience of undertaking qualitative and quantitative research to support population needs assessment.</li> <li>• Knowledge and experience of data security/ confidentiality issues and adherence to Data protection rules.</li> <li>• Effective data analysis and system skills</li> <li>• Effective use of intelligence tools e.g. needs assessments, audits, impact assessments</li> <li>• Able to respond positively to change and support implementation of new ways of working e.g. with interactive dashboards or new technology/tools</li> <li>• Experience in supporting commissioning where required, with provision of robust performance data and analysis</li> <li>• Excellent oral and written communication and presentation skills with ability to present complex information in user friendly formats with meaningful recommendations for a range of audiences including senior officers and elected members.</li> <li>• Able to liaise effectively with managers at all levels of the organisation, to challenge practice and instigate change and improvement where relevant</li> <li>• Excellent inter-personal and team working skills</li> <li>• Political awareness and understanding /experience of working in a political environment and ability to work across organisational boundaries</li> </ul>	<p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Essential Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Essential Desirable</p>

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <ol style="list-style-type: none"> <li>1. Performance and Business Intelligence Manager</li> <li>2. Assistant Director of Commissioning</li> <li>3. Senior Information analysts including "People"/ Adult Social Care performance lead</li> <li>4. Information analysts including those in the Business Intelligence team</li> <li>5. Key service stakeholders including senior management</li> </ol> <p><u>Other Information:</u></p> <p>This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.  (Delete if not applicable)</p>

Organisational Structure
Please provide organisation structure chart.

## Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
√				
Are the staff based at the same work location?				Yes/No
Will the post holder be responsible for contract / agency / project staff?				Yes/No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Y	100%	Use of a computer.	Y	80%
Audio typing.	N		Crisis or conflict situations.	N	
Walking more than a mile.	N		Manual handling.	N	
Working alone or in isolation.	N		Working in confined spaces.	N	
Driving a car, van or minibus.	N		Preparing or serving food.	N	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	N		Working in awkward positions, e.g. stooping, bending, reaching.	N	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	N		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	N	
Regular and repetitive movements.	N		Working shifts / unsocial hours, nights.	N	
Outdoor work involving uneven surfaces.	N		Standing or sitting for prolonged periods.	Y	75%

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	N		Working at heights / on ladders, roof work.	N	
Teaching, or responsibility for, children.	N		Outdoor work involving extremes of temperature.	N	
Electrical hazards.	N		Control and restraint.	N	

<b>Resources – identify &amp; list personal and identifiable accountability for physical and financial resources including those of clients:</b>
N/A
<b>Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:</b>
N/A
<b>Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:</b>
N/A
<b>Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:</b>
N/A
<b>Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:</b>
Use of Mosaic social care database to extract and report on sensitive data. Candidate is responsible for safe handling of the system information and adherence to the Data Protection rules/ guidelines
<b>Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:</b>
N/A