

Job Profile

Position Details	
Post	Information Analyst
Service Area	Early Help & Prevention Service
Reports to	Mark Grinham
Grade	P01
Job Family	To be completed by HR

Role Purpose
<p>A graduate (or someone with an equivalent qualification or experience), you will be a highly motivated individual, committed to service excellence and you will be confident working both on your own and within a team environment.</p> <p>You will have keen research and analytical skills gained through internet, desk based, group work and interviews, and be able to undertake a broad range of challenging and complex tasks, working closely with professionals from a variety of disciplines. You will have excellent Excel spreadsheet skills (Pivot tables, 'vlookups' and data manipulation techniques) and the ability to summarise and organise data. Confident with IT, you will quickly pick up new skills in some innovative web based technology with training and support from team members.</p> <p>With good interpersonal skills, you will be able to communicate confidently and effectively, with professional staff inside and outside the organisation. With the ability to exploit data analysis and reporting technologies, you will drive the development of quality data sets and intelligence products to support effective strategy development, service planning, commissioning and delivery.</p>

Main Responsibilities
<ol style="list-style-type: none"> 1. Work within the service area to develop and support the accurate capture and recording of data across the Early Help service area and the wider Ministry of Housing, Communities and Local Government (MHCLG) Troubled Families initiative, including Family Progress Data, and National Impact Survey requirements. 2. To support the performance monitoring and preparing submissions within the 'Payment by Results' process for the service. 3. Creating robust and timely responses to cyclical performance reporting and meeting internal and external audit requirements. 4. Provide analytical output in relation to families being supported through the service to advice on emerging themes and trends. 5. To prepare intelligence briefings on a broad range of subjects related to the work of the Early Help partnership. 6. Ensure the briefings support the development of strategy which will enable Early Help and Prevention services to be effectively targeted in a manner compatible with the aims and objectives of Priority 1 within the Council's corporate Plan. 7. Become an 'expert user' of the Mosaic system and the application of a wide range of LBOH IT systems and how they support team performance reporting, strategy development and operational activity. 8. Contribute to ensuring that the work programme is delivered in the required timescales

9. Fulfil statutory data processing and management requirements associated with Raising the Participation Age and the tracking and support of young people.
10. Support the establishment of a Haringey Early Help Outcomes Framework by evidencing the impact of early help, through use of agreed tools to record and track change in families' outcomes.
11. Cleansing, inputting and reporting on data sets from internal and partner agencies to support understanding of demand, achieve effective monitoring of cases and to drive improved performance
12. To research and gather information from a variety of sources including MOSAIC, internet, and partner data systems to prepare briefings and analysis.
13. To establish and maintain effective working relationships with colleagues within LBOH as well as partner organisations, including an understanding of their own and shared data systems and policies.
14. Through understanding and evaluating data held within the Early Help partnership and liaison with colleagues and key partners, develop intelligence products that support the "story" behind the information.
15. To act as the hub for uploading information and data to local and MHCLG data bases (training provided where necessary) and providing support and guidance to support officers in operational teams
16. To use standard reports and develop and refine bespoke enquiries which add value and local context to borough and MHCLG reports and also provide intelligence to guide decision-making.
17. To support the effective use of evaluation within the service, in terms of both quantitative and qualitative approaches.
18. Ensure the programme of work is delivered within the agreed timescale.

Generic Responsibilities
<ol style="list-style-type: none"> 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
<p>Knowledge</p> <p>Can demonstrate knowledge of the following:</p> <ul style="list-style-type: none"> • Understanding of the principles and deliverables of Early Help and Prevention within the context of holistic family working and invest to save principles • Qualitative and quantitative assessment and evaluation techniques • Principles associated with evidencing and measuring impact • Equality and diversity issues • Context/ issues (and support available) for families with multiple needs • Safeguarding and child protection legislation 	

Skills

Can demonstrate the following skills:

- Advanced IT skills.
- Knowledge and experience of CCIS (Client, Caseload Information System) and Crystal Systems would be useful.
- Strong interpersonal and presentational skills
- Ability to establish effective and productive partnership relationships
- Analytical and reflective skills
- Strong verbal and written communication skills
- Effective time management and organisation
- Planning and prioritisation
- Problem solving
- Negotiation skills.

Competencies

Can demonstrate the following core competencies:

- **Action focused:** Task focused and goal orientated, able to motivate self and others to deliver challenging targets. Able to maintain momentum and overcome barriers to success.
- **Solution focused:** Takes a solution focused approach to all areas of work.
- **Assertive:** Able to work assertively and persistently to provide the necessary level of challenge and support to others.
- **Flexible:** Willing to use flexible and practical approaches to get results finding proactive, creative solutions to problems within legal framework (data sharing for example)
- **Collaborative:** Works well as part of a team and able to lead, motivate and coordinate others to deliver results.
- **Responsive:** Able to quickly understand the needs and issues experienced by families and find the right solutions and interventions in response.
- **Understanding:** Able to build trust and rapport by delivering on stated commitments and showing empathy.
- **Awareness and self-reflection:** Able to openly review, appraise and discuss own performance and that of others, to improve performance.

Main Contacts & Other Information

Main Contacts: Mark Grinham 0208 489 3022

Other Information:

This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.

Organisational Structure



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
X				
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				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.	YES	90	Use of a computer.	YES	90
Audio typing.		NO	Crisis or conflict situations.	NO	
Walking more than a mile.	NO		Manual handling.	NO	
Working alone or in isolation.	YES	20	Working in confined spaces.	NO	
Driving a car, van or minibus.	NO		Preparing or serving food.	NO	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	NO		Working in awkward positions, e.g. stooping, bending, reaching.	NO	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	NO		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	NO	
Regular and repetitive movements.	NO		Working shifts / unsocial hours, nights.	NO	
Outdoor work involving uneven surfaces.	NO		Standing or sitting for prolonged periods.	YES	90

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

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:

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:

NO

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:

YES – Data analyst will be responsible for looking after, and use of a Council laptop.

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:

YES – as above.

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:

YES – The Data Analyst will be responsible for the upkeep, storing and sharing of data as part of the Council's Troubled Families Programme. The Data Analyst will need to store and share data in accordance with GDPR and Data Protection guidelines, and will be required to work with the following systems:- Mosaic, Outlook (particularly Excel), Comino, and Business Objects.

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:

NO