

Job Profile

Position Details	
Post	Delivery Unit Lead Analyst
Service Area	Strategy and Communications, Corporate Delivery Unit
Reports to	Delivery Unit Manager
Grade	
Job Family	To be completed by HR

Role Purpose
<p>Working with the Delivery Unit Manager and other team members, organise, support and deliver a programme of reviews in areas where service outcomes are below expected standards, identifying areas of poor performance, enhancing understanding and jointly developing an action plan for improvement.</p> <p>Consistently work with services to improve their ability to effectively plan for improvement in outcomes, particularly with respect to use of data and reporting, through application of delivery tools and methods, through knowledge and skills transfer and by providing formal and informal learning opportunities.</p> <p>Lead the data analytical, modelling and data reporting work of the team and support other team members to conduct analysis, both through providing technical guidance and undertaking more complex analyses or analytical tasks on their behalf.</p> <p>Work with the Delivery Unit Manager, SLT and senior managers to develop frameworks for evaluation and performance management.</p> <p>Provide ad hoc support to the Chief Executive and SLT on delivery issues as required.</p>

Main Responsibilities
<p><i>Priority Reviews and Deep Dives</i></p> <ol style="list-style-type: none"> 1. Lead or support the development of clear plans for each review and communicate this clearly to stakeholders 2. Undertake interviews and group discussions with staff, customers, members, partners, other local authorities and other relevant parties 3. Conduct or commission data analysis and conduct secondary analysis of a range of written materials to identify the causes of poor performance 4. Working with a wider team, including the relevant service, develop an action plan for improvement 5. Support delivery unit colleagues both through providing technical guidance and undertaking more complex analyses or analytical tasks on their behalf <p><i>Support and Challenge</i></p> <ol style="list-style-type: none"> 6. Gather and process information from multiple sources including governance meetings, one-to-one conversations with stakeholders, reports and other documents and distil these into holistic summaries of the state of delivery for areas of focus, reporting regularly to Chief

Executive, SLT and Cabinet Members

7. Provide constructive challenge to service areas on delivery of key priorities, outcomes and objective
8. Provide general ad hoc support and advice to services on delivery planning, improvement, and, in particular, reporting, analysis, evaluation and other relevant issues

Building skills

9. Through reviews and ongoing support and challenge to services, plan for and support skills transfer to officers in service areas through informal and formal learning opportunities

General

10. Organise and facilitate workshops and challenge sessions on priority outcomes
11. Develop and refine the team's processes, tools and methodologies, document these and communicate them effectively across the Council and partners as appropriate
12. Ensure the purpose of the team is clear and that its work is communicated effectively at all levels across the Council and partners as necessary; manage and maintain productive relationships with key stakeholders
13. Take on ad hoc tasks and projects to support the Chief Executive and SLT on delivery issues as required

Generic Responsibilities

- Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirement
- Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
- Knowledge and experience of using IT packages including Word, Excel, PowerPoint, and Outlook to a good standard
- To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Skills/Abilities	
• Driven by the identification of problems and finding solutions through data and demonstrates an understanding of how to improve outcomes through consistent focus on the drivers and removing barriers to improvement	Essential
• Ability to conduct research and analysis independently and to a high standard and derive insight to drive service improvement	Essential
• Strong organisational skills and an ability to prioritise workload	Essential
• Excellent team working skills and ability to contribute to building a model team	Essential
• Ability to work across organisational boundaries	Essential
• Ability to innovate and think creatively about problems	Essential
• Self-motivated, with the ability to motivate others to meet individual and	Essential

collective goals	
<ul style="list-style-type: none"> Ability to work collaboratively, develop strong working relationships and challenge robustly where required, including those more senior 	Essential
<ul style="list-style-type: none"> Excellent verbal and written communication skills, including use of data visualisation to communicate complex messages persuasively 	Essential
<ul style="list-style-type: none"> Ability to negotiate effectively, deal sensitively with challenging situations and give clear messages even when they are unwelcome. 	Essential
<ul style="list-style-type: none"> Personal and professional demeanour and credibility which commands the confidence of senior officers, members, staff, external partners and other stakeholders. 	Essential
<ul style="list-style-type: none"> Commitment to the Council's vision and an ability to model the behaviours explicit in the Council's core values and organisational beliefs. 	Essential
Knowledge/Experience	
<ul style="list-style-type: none"> Experience of conducting research and analysis and presenting findings to senior audiences 	Essential
<ul style="list-style-type: none"> Experience of working effectively with senior officers and members within a political environment, including when transmitting challenging messages 	Desirable
<ul style="list-style-type: none"> Knowledge of quantitative and qualitative research methods and experience of applying these in a service improvement context 	Essential
<ul style="list-style-type: none"> Knowledge of business analysis techniques 	Desirable
<ul style="list-style-type: none"> Knowledge of the main issues impacting Local Government 	Essential
Qualifications	
<ul style="list-style-type: none"> Educated to degree level in a numerate or social science subject, or equivalent professional experience 	Essential

Main Contacts & Other Information
<u>Main Contacts:</u> <ol style="list-style-type: none"> 1. Delivery Unit Manager 2. Assistant Director of Strategy & Communications 3. Senior Leadership Team and Corporate Management Group 4. Leader and Cabinet Members 5. Key external partners and stakeholders

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	80%	Use of a computer.	Y	60-70%
Audio typing.	N		Crisis or conflict situations.	Y	<5%
Walking more than a mile.	N		Manual handling.	N	
Working alone or in isolation.	Y	25%	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.	N	

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	

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