Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Business Improvement Analyst | | **Director/Service/Sector:** Wellbeing & Community Health Services | | **Office Use** |
| **Band:** 6 | | **Workplace:** County Hall | | JE ref: 3546  HRMS ref: |
| **Responsible to:** Finance and Business Manager | | **Date: 12 June 2019** | **Manager Lever:** |
| **Job Purpose:** To contribute to development and analysis ofperformance information across the Group, focusing on adult’s social care, but with the possibility of using transferable skills to focus on other areas as well, such as community health. Below is an overview of the type of duties the post holder may be required to undertake. | | | | |
| **Resources** | Staff | Whilst not directly line managing staff, this post provides support and vital information for a range of senior colleagues including Heads of Service, Directors and multi-agency partnerships, supplying them with analysis of data and information to help support decisions and self-evaluation. The post is required to lead on small and medium scale projects. The post holder needs to be able to support the corporate values of the Council and to work effectively with a wide range of staff, many of them at a very senior level. | | |
| Finance | | Whilst not managing budgets, the post produces data analysis that contributes to the evaluation of value for money and produces management information that is used to set budgets. It also provides analysis required for inspections, often required urgently. | | |
| Physical | | Responsibility for the collection and maintenance of records in large databases. The post holder will maintain statistical reports containing thousands of client records of a very sensitive nature, e.g. vulnerable adults | | |
| Clients | | Directors, Heads of Service, Senior Managers, wide range of staff and managers across the council and partners in health and police. Ensure compliance with relevant legislation, council policies and procedures. | | |
| **Duties and key result areas:**   1. Contribute to the development of the council’s and partnership’s performance management framework, primarily in adult’s social care, leading on small and medium scale projects under moderate, and in time, reducing, supervision of line manager 2. Develop and undertake complex data collections and analysis using various IT packages, sometimes to an advanced level 3. Undertake statistical analysis to benchmark data, often to an advanced level and possibly requiring complex mathematical and technical skills 4. Learning new software and the coaching and training of stakeholders in the development and usage of it to deliver performance management information 5. Knowledge of council, adult’s services and community health management information and corporate performance requirements, 6. Design, development and production of reports analysing performance management information, drawing out the significance and limitations of quantitative and qualitative information 7. To support the corporate values of the Council and to work effectively with a wide range of staff 8. Contribute to the provision of an immediate response service during inspections and reviews, working to tight deadlines under significant pressure to support the needs of senior managers and sometimes councillors 9. To be responsible for the collection and maintenance of records in large databases 10. Undertake automation of data production to make processes more efficient, e.g. to develop exception reports which can be used on site by frontline services 11. To represent the team as directed by manager in discussions / meetings, and deputise for them as directed 12. To handle data within the parameters of the Council’s data protection policies 13. To contribute to specific strategic corporate initiatives as agreed (e.g. uphold the council’s approach to data quality) 14. To work within the guidelines of the corporate and directorate equal opportunities frameworks and act with integrity and respect towards colleagues and service users 15. To undertake any other duties of a similar level and responsibility as may be required by the Executive Director from time to time. 16. Taking projects forward increasingly as the sole responsible person and ability to face new challenges 17. Extract data from databases, often using MS Office and software such as crystal reports or business objects, and link it with other data in order to provide integrated performance management information   18.To provide advice and support to customers regarding their usage of performance management information  The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. | | | | |
| **Work Arrangements** | | | | |
| Transport requirements: The post holder may need to travel to various parts of the county regularly  Working patterns: Full time  Working conditions: Flexible | |  | | |

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**PERSON SPECIFICATION**

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| **Post Title:**  Business Improvement Analyst | **Director/Service/Sector:** | | Ref: |
| **Essential** | **Desirable** | **Assess**  **by** | |
| **Knowledge and Qualifications** | | | |
| NVQ 3 or equivalent in subject(s) containing a reasonable amount of IT and statistics e.g. Maths with Statistics, Economics  Knowledge of the main theoretical, procedural and practical issues relating to the service.  Knowledge of methods used to extract data efficiently and accurately from I.T. systems | Up to date study in a subject containing a reasonable amount of IT and Statistics, or data handling. e.g. Visual Basic for Applications (VBA) or SQL.  Understands the diverse functions of a large complex public sector organisation and the relevant professional issues. | A  A/T | |
| **Experience** | | | |
| Significant proven experience, gained either in the workplace or through study, demonstrating:  Experience of extracting and manipulating data from complex client data bases and other sources to produce clear performance management information reports  Development and use of IT packages for data extraction, analysis and presentation (e.g. Access, excel, web)  Experience in applying a range of relevant methods, tools and techniques in providing analytical reports for managers.  Experience in giving advice on how to use performance management information to stakeholders | Training colleagues of varying IT literacy and numeracy  Proven experience of working in Local Government in an area related to management information or ICT  Experience in project management. | A  A  I/T  A/I  I | |
| **Skills and competencies** | | | |
| Advanced skills in using Microsoft software (e.g. Excel, Access and Word) to enable effective data collection, processing and analysis.  Ability to learn new software quickly and understand how it relates to other software packages  Ability to write clear and appropriate briefings, bringing out the significance and limitations of numerical and other information.  Numerate and skilled at analysing/ providing reasoning with complex business related statistics.  Remains calm and logical in pressurised situations.  Ability to automate production of routine statistical information   * Meet tight deadlines   Adjusting to changing priorities  Highly organised, methodical, reliable, accurate  Able to check own work and that of others, challenging effectively, where required  Able to work independently and to take initiative   * Translating customer information needs into development of data collection and analysis   Ability to work flexibly and collaboratively with a wide range of staff in seeking desired outcomes  An awareness of the importance of confidentiality  Ability to communicate effectivley with all levels of staff, verbally and in writing | * Knowledge of the information requirements relating to the national agenda for adult’s services * Knowledge & understanding of social care/community health software, E.G. Swift, SystmOne * Contribute to development of using a website for communication. * Knowledge of information systems in a large organisation | I/T  I  I/T  A/T  T/I  I  T/I  I/R  T/R  T  I/R  A  I/R  R  I/R | |
| **Physical, mental, emotional and environmental demands** | | | |
| Willingness to pursue training in any area of work relevant to the job description and grading of the post.  To be able to meet the transport requirements of the post  Normally works from a seated position with some need to walk, bend or carry items.  Need to maintain general awareness with lengthy periods of enhanced concentration.  Lengthy periods of concentrated mental attention with pressure from deadlines, interruptions and conflicting demands.  Contact with stakeholders may result in some emotional demands.  Able to work systematically, calmly and logically in a pressurised situation such as formal inspections, whilst empathising with clients’ emotional needs | Commitment to the culture of continuous improvement and partnership working | I  I  I  R  R  I/R  R | |
| **Motivation** | | | |
| Demonstrates integrity and upholds values and principles  A corporate orientation  Promotes equal opportunities and diversity in all aspects of work.  Works collaboratively to achieve team spirit  Proactive and achievement orientated  Adapts to change by adopting a flexible and cooperative attitude |  | R  R  R  R  R  R | |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits