



## **Job profile**

# **Business Intelligence Analyst Grade I**

**Group: Care, Wellbeing and Learning**

**Service: Health and Social Care, Quality Assurance and Commissioning**

**Location: Civic Centre**

**Line Manager: Principal Management Information Officer (Business Intelligence)**

### **Job Purpose**

To support the development of business intelligence data and frameworks that link activity data with costs allowing services to review and ensure value for money, work with services to identify change and solutions, undertake business process redesign, review data collection methodologies and recommend customer-focused service improvements. The role will work across the Group and service areas to support an evidence led business intelligence and performance approach to service improvement to support the group in continuous improvement and service transformation to ensure all residents of Gateshead can 'Thrive'.

### **The key roles of this post will include:**

1. Supporting Care, Wellbeing and Learning GMT to identify and understand problems and find solutions in all its service areas to achieve its purpose to deliver the best possible services in the most efficient way to the residents of Gateshead.
2. Supporting the Principal Management Information Officer (Business Intelligence) to develop and implement business intelligence methodologies and frameworks across the Group to ensure an intelligence led approach to service improvement.
3. Ensure business intelligence data is developed consistently across the Group in collaboration with finance colleagues to ensure there is a clear understanding of activities which are linked to costs, and make recommendations for improvement ensuring value for money.
4. Undertake small scale research projects and monitor latest national publications to identify areas of emerging best practice, and make recommendations to service areas to consider for review.
5. Working with services and customers to identify current performance, resolve issues within services using insight from data and predictive analytics, and business intelligence to ensure that benefits and service improvements are identified.
6. Identify the points where data can make a difference by conducting business process mapping activities; and work with IT services and CWL system team to help translate these requirements into electronic formats where appropriate.



7. Support service leads to develop business cases for improvement, based on sound data analysis and evidence and ensure that all potential benefits are identified and their delivery is tracked.
8. Accurately report on the outcome of data collection and analysis, draw conclusions and make recommendations for improvement.
9. Support, inspire and challenge services to think differently to achieve the best solutions and outcomes for customers, the Council and partners.
10. Such other responsibilities allocated that are appropriate to the grade of the post.



## Knowledge & Qualifications

### Essential:

#### Knowledge

- Change methodologies e.g. Systems Thinking
- Customer focused service improvement
- Data collection methodologies

#### Experience

- Problem solving in a customer environment
- Highly developed skills in production and analysing of data and information
- Presenting outcomes and recommendations
- Supporting and managing change
- Delivering and implementing service improvement and process redesign
- Stakeholder management
- Identifying and reporting on measures
- Working with data to identify problems and find solutions
- Good organisational and communication skills
- Working with senior managers
- Providing challenge in a diplomatic manner that enables change across the organisation and with partner agencies.
- Team working
- Relevant business analysis and process redesign techniques and methodologies or has relevant experience within a local government setting

#### Qualifications

- Higher education qualification in a subject with a high IT or statistical content, or significant relevant experience

### Desirable:

#### Knowledge

- Knowledge of children's or adult social care, education or early help

#### Experience

- Delivering projects using IT solutions
- Working in a project environment

#### Qualifications

- Degree or equivalent
- Project or programme management



## Competencies

<b>Customer Focus</b>	Puts the customer first and provides excellent service to both internal and external customers
<b>Communication</b>	Uses appropriate methods to express information in a clear and concise way to make sure people understand
<b>Team Working</b>	Works with others to achieve results and develop good working relationships
<b>Making things happen</b>	Takes responsibility for personal organisation and achieving results
<b>Flexibility</b>	Adapts to change and works effectively in a variety of situations
<b>Learning and Development</b>	Actively improves by developing and applying new skills and knowledge and learns from past experiences