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| County Durham and Darlington Fire and Rescue Service Job Description |
| **Job title:**  | Business Intelligence Officer |
| **Directorate:** | Community Protection  |
| **Responsible to:** | Information Services Manager |
| **Location:**  | Service Headquarters (However you may be required to serve at any location as so directed) |
| **Purpose of the job:**To be responsible for building, implementing and supporting business intelligence and analytical solutions to enhance service delivery and improve operational performance using data. To develop tools, dashboards and systems to support data extraction, integration and analysis. To identify and develop innovative solutions to improve the efficiency, effectiveness and automation of reporting processes. The role also involves line management responsibility for some of the information services team as well as deputising for the information services manager.  |
| **Context of the role:*** County Durham and Darlington Fire and Rescue Service are working to protect and improve our communities to achieve our vision of ‘Safest People Safest Places’.
* The information services team forms part of the community protection directorate and is responsible for establishing effective controls for service-wide data assets and utilising appropriate media to deliver information to appropriate stakeholders.
* The post holder will report to the information services manager and will assist in providing the organisation with analysis and intelligence tools and systems to enhance service delivery and improve operational performance. They will use current technologies to help make data and intelligence assessable to service users and other customers. It is expected that the post holder will also provide business systems support and assist in the development of those systems.
* The Service expects the highest standards of communication and conduct from all staff. Respect for confidentiality is essential, all service policies, directives and procedures must be adhered to.
* All personnel are expected to participate positively in the appraisal process, to undertake relevant training and development activities to improve their work performance, and to contribute to the training and development of others.
* To promote the service’s policy of equality and fairness, both within the Service and external in order to demonstrate commitment to anti discriminatory practice in all the service activities.
* The areas of responsibility associated with a particular post may be amended from time to time, and where possible, consultation will take place prior to the change. It is expected that the post holder will operate flexibly within the role, location of the role and undertake any other tasks and projects which could reasonably be expected of someone holding this role.
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| Key responsibilities and duties  |
| 1 | To deputise for the information services manager. |
| 2 | Line manage allocated members of the information services team ensuring all work is allocated appropriately and completed to the highest standards and in a timely manner, agreeing performance targets and monitoring against them, and managing individual performance. |
| 3 | To have responsibility for financial matters within the post in accordance with the Authority's financial regulations particularly with reference to the management and monitoring of team budgets. |
| 4 | To engage with internal and external customers to understand their business requirements and deliver solutions that meet their data and analysis needs. |
| 5 | Ability to translate complex business requirements into operational analytical solutions. |
| 6 | Support projects within the department involving the management of data, intelligence, reporting and the development of data reports and visualisations. |
| 7 | Identify, develop and design innovative solutions to improve the efficiency, effectiveness and automation of reporting processes and data extraction. |
| 8 | Create and develop reports, dashboards and visualisations using tools including SSRS, PowerBI, GIS and other proprietary business system reporting tools. |
| 9 | Utilise tools including GIS, SQL, stored procedures, views, SSRS, SSIS and SSAS to develop efficient, effective and accessible business intelligence solutions and to support self-service using these solutions. |
| 10 | Create and maintain relevant structures within the services data resources and to monitor performance making sure they are optimal and fit for purpose.  |
| 11 | To develop and maintain processes to integrate data transfer between business systems and processes allowing the full potential of data to be realised and to minimise duplication within separate systems. |
| 12 | To ensure that documentation is completed to support all components of business intelligence solutions. |
| 13 | To keep up to date and maintain a level of competence with the latest developments in advanced analytics, business intelligence, GIS and other relevant technologies |
| 14 | To provide expertise in integrating business intelligence solutions into existing service systems such as SharePoint, GIS, Office 365, workflow and other cloud-based systems. |
| 15 | To support the development of other business systems used within the service making sure they meet the needs of the service whilst considering how they can be exploited for business intelligence needs. |
| 16 | Represent the service locally and nationally at meetings and events including system user groups, conferences and expos. |
| 17 | To carry out such other duties commensurate with the role. |

Signed by employee

Employee’s name Date

Signed by line manager

Line managers name Date

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| **County Durham and Darlington** **Fire and Rescue Service****Conditions of employment summary****Business Intelligence Officer** |
| **Employed under:** | National Joint Council for Local Government Services |
| **Grade:** | Grade 9 (Spinal Column Point 29-32) |
| **Current salary range** **(wef 01/04/2020):** | £32,910 - £35,745 per annum |
| **Salary payment:** | You will be paid on the last working day of each calendar month, directly into a specified bank or building society account. |
| **Hours of work:** | 37 hours per week, worked over 5 days, Monday to Friday. A Flexible working system is in operation. Occasional working beyond normal office hours may be required and this will be compensated by appropriate payment or time off. |
| **Annual leave:** | The annual leave year runs from 1 April to 31 March. Entitlement will be 26 working days per full leave year, rising to 31 days after five years continuous service. Statutory Bank Holidays are additional to these entitlements. |
| **Probationary period:** | 6 months |
| **Contract status:** | Permanent |
| **Notice period required from employee:** | Three months in writing |
| **Pension scheme:** | The post holder will be automatically enrolled in the Occupational Pension Scheme but will have the option to opt out |
| **Sickness payments:** | Dependent on length of Service, up to a maximum of 6 months full pay and 6 months half pay |
| **Allowances:** | Not applicable |

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| County Durham and Darlington Fire and Rescue Service**Person specification****Business Intelligence Officer** |
|  | Essential | How measured | Desirable | How measured |
| **Qualifications and****attainments** | 1. Educated to degree level or equivalent in relevant subject or can demonstrate significant experience in professional setting.
2. Current full driving licence
 | Application form/certificatesApplication form/licence | 1. Appropriate software training – SSIS, SSRS, SSAS, GIS, Power BI, Office 365.
2. Appropriate programming training in SQL.
 | Application form/ certificate |
| **Work experience** | * Experience of managing a team with particular emphasis on performance management, information systems and data
* Designing, building and administration of business intelligence solutions
* Database design or integration experience with SQL Server databases
* Previous experience of developing business intelligence reports and visualisations
* Experience of administrations of structured data storage repositories
* Experience of the Microsoft power platform.
* Using ETL tools
* Experience of handling personal and sensitive data
 | Application form/interview/Testing/References | 1. Previous experience of training people how to use BI tools.
2. Previous experience or exposure to geographic information systems.
3. Using Microsoft SharePoint and Office 365.
 | Application form/interview References  |
| **Knowledge/ skills**  | 1. Knowledge of writing and running complex SQL queries.
2. Knowledge of analysing and manipulating statistical data using appropriate tools such as PIVOT tables and formulae.
3. Knowledge of legislation, regulations and principles relating to data protection, information governance, and experience of applying these in practice.
4. Using initiative solutions to solve complex problems.
5. Motivating and getting the best out of team members.
6. Experience of successfully managing and delivering projects or programmes
7. Able to communicate effectively both verbally and in writing.
8. Problem solving skills.
9. Highly numerate, with excellent analytical and problem-solving skills.
10. Able to engage and listen to customer requirements and build workable solutions.
11. Able to work in a team.
12. Skills in using MS Office.
13. Good attention to detail in order to produce high quality work.
 | Application form/interview/Testing/References | 1. SQL spatial datasets and building them.
2. GIS software.
3. Knowledge of other IT and BI packages/solutions.
4. Knowledge or past use of Nintex or other workflow technologies.
5. Knowledge and understanding of the fire service.
6. Working knowledge and understanding of local government and the issues facing it.
 | Application form/interview |
| **Personal qualities** | 1. Able to work to deadlines (and under occasional pressure when necessary).
2. Innovative.
3. Effective.
4. Professional attitude.
5. Embrace change and constantly seek ways to improve the way we work.
6. Methodical approach to work.
7. Ability to manage self-development and learning.
8. Ability to understand the need for and respect confidentiality.
9. Prepared to work flexibly.
 | Application form/interview /references |  |  |
| **Additional requirements** | * Good attendance record.
1. Able to meet Service medical requirements.
 | Application form/interview/ /referencesCompletion of medical questionnaire/medical |  |  |