Role Profile – Technical Analyst

INFORMATION ABOUT THE ROLE:

Group: Integrated Adults and Social Care Services
Service: Commissioning, Performance and Service Development
Location: Civic Centre
Line Manager: Principal MIS Officer (Systems)
Car User Status: -

Grade J SCP 31 – 34, £37,261 - £40,478

WHAT WE WANT YOU TO DO…...

Lead technical development to identify processes for extraction, manipulation, and reporting of complex data sets using innovative and bespoke performance metrics. Including the transfer of data from non-dedicated recording systems to new more standard platforms.	Undertake research projects and monitor latest national publications to identify areas of emerging best practice in relation to technical developments in data extraction and reporting and make recommendations to service areas to consider for review.
Develop and implement effective support service to enable staff across all service areas to access data and information that is meaningful and accessible.	Support service leads to develop business cases for improvement using technical solutions where appropriate and ensure that all potential benefits are identified, and their delivery is tracked.
Act as an expert to ensure helpdesk and super user manuals and guidance for major systems are in place.	Support, inspire and challenge services to think differently to use technical solutions in business intelligence to achieve the best solutions and outcomes for customers.
Work with colleagues across the Council to ensure that Social Care and Education Management Information Systems are kept up to date in line with the latest software releases, leading on the migration of data from old systems to new.	Support GMT to identify and understand problems and find solutions through the technical development of effective and efficient data extraction tools and techniques that provide self-service reporting tools across the group for staff at all levels to help them to 'understand their business'.
Develop and implement effective business intelligence methodologies and frameworks across the Groups by identifying and implementing appropriate technical solutions that allow the development of reporting to ensure an intelligence led approach to service improvement.	Develop and present complex data reports.
Ensure technical solutions exist, and develop them where they don't, to allow for data to be developed and linked with other external data sources to ensure there is a clear understanding of activities which are linked.	To design and deliver advice, guidance and training to services and partners regarding data, systems and analytical or statistical approaches.
Work with performance colleagues to develop technical solutions to allow services and customers to resolve issues using insight from data and predictive analytics, and business intelligence to ensure that benefits and service improvements are identified.	Provide advice and guidance on the principles and interpretation of policies specific to the role and actively participate in the development of these policies.
Identify the points where data can make a difference by conducting business process mapping activities, and work with IT services and systems teams to help translate these requirements into electronic formats where appropriate.	Such other responsibilities allocated that are appropriate to the grade of the post.
Lead the establishment and maintenance of service are User Groups, and act as a conduit between Information Systems Development Team and service area Senior Management.	

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WHAT YOU NEED TO BE SUCCESSFUL……. THE ESSENTIALS

THE KNOWLEDGE	THE QUALIFICATIONS
- Current developments in data reporting software and Business Intelligence Tools, and how they can be applied in the public sector. - Data retrieval, manipulation, and reporting methodologies from multiple IT systems. - Customer focused service improvement.	- Higher education qualification in a subject with a high IT or statistical content, or significant relevant experience. - Project or programme management.

THE EXPERIENCE	
- Being highly proficient in use of structured Query Languages (such as Oracle/SQL Server) and Visual Basic for Applications (VBA) queries to extract, manipulate, format and present data. - Being highly proficient in use of reporting platforms and software including Microsoft Excel, Business Objects and SQL Developer, Power BI or other equivalent tools. - Developing complex data extraction reports from scratch, using a range of appropriate tools and techniques. - Successfully challenging and improving existing data extraction and reporting process and information systems. - Excellent analytical skills including the ability to manipulate complex data from multiple sources to identify trends, opportunities, and areas for improvement including a track record of designing and embedding bespoke performance metrics from internal and external data sources. - Supporting services to deliver and implement service improvement linked to accessibility of data and information. - Developing data reporting tools that can support provide challenge in a diplomatic manner that enables change across the organisation and with partner agencies.	- Developing technical solutions to ensure the Council and Group is able to meet its statutory responsibilities for data reporting. - Product support and development of business intelligence tools, including testing and planning for any upgrades. - Relevant business analysis and process redesign techniques and methodologies or has relevant experience within a local government setting. - Stakeholder management, including suppliers. - Ability to lead in the discussion, planning and implementation of new and ongoing reporting requirements with stakeholders, including suppliers. - Ability to learn new software quickly and process information logically to ensure new systems are embedded and supported in a timely manner. - Providing advice and guidance on the principles and interpretation of policies specific to the role and actively participate in the development of these policies, including an understanding of the requirements of GDPR in relation to the development of policies and the production of data.

Gateshead Council

OUR COMPETENCIES... *HOW WE WANT YOU TO BE*

CUSTOMER FOCUSSED
Puts the customer first and provides excellent service to both internal and external customers.

GREAT AT COMMUNICATION
Uses appropriate methods to express information in a clear and concise way to make sure people understand.

TEAM PLAYER
Works with others to achieve results and develop good working relationships.

MAKE THINGS HAPPEN
Takes responsibility for personal organisation and achieving results.

FLEXIBLE
Adapts to change and works effectively in a variety of situations.

LEARN AND DEVELOP
Actively improves by developing and applying new skills and knowledge and learns from past experiences.