Job Title: Senior Business Intelligence Officer

Team/Service Area: Business Intelligence / Children's Social Care

Salary/Grade: Grade 8 SCP 31-35

Line Manager: Business Intelligence Manager

Direct Reports: Business Intelligence Officers and Assistants

Location: Your normal place of work will be Sandhill Centre, Sunderland, but you may be required to work at any Company recognised workplace. Agile working is also supported and encouraged.

About Us

Established in 2017, Together for Children Sunderland is on a mission to improve services in social care, early help and education and engage the whole community in giving children and young people in Sunderland the best possible opportunity to thrive.

Our dedicated workforce strives to make a difference, irrespective of our work vocation or specialism.

We value diversity and actively seek candidates from all backgrounds, including various ages, disabilities, neurodiverse individuals, gender identities, sexual orientations, religions, beliefs, races, and cultural backgrounds. Our inclusive workplace culture fosters collaboration and excellence.

Find out more: Find out more - Together for Children

About the Role

To work collaboratively across TfC and with partners to ensure delivery of a broad range of reporting, service intelligence and data analysis to inform evidence led decision making driving improvement for children and families in Sunderland.

To be the lead for defined work areas and projects providing robust, timely and accurate analysis, insights, reports and dashboards. To interpret requirements, plan the best approach to produce and analyse data, providing results in appropriate reporting style responding to the purpose, audience and how the insights produced can best be used.

To lead the delivery of statutory and regulatory data returns and will be a key contact for professional expertise and leadership in specialist areas**.**

Key Responsibilities

- Lead the delivery of professional and high-quality data and analytical work.
- Establish effective relationships with all customers to identify responses that support service development and improvement.
- Develop innovative KPIs/metrics to support the TfC business plan, vision and wider regional and national directives.
- Contribute towards the strategic development of the Business Intelligence service.
- Contribute to the work with Sunderland Strategic Digital Partner to design, implement and maintain a data approach for TfC.
- Ensure that all statutory and non-statutory data requirements are understood and the delivery of key datasets, dashboards and reporting.
- Research and use a range of reporting tools to produce datasets and analyses for audiences at all levels within TfC and partners.
- Interpret and critically evaluate data to update on performance and intelligence issues, in relation to local and national agendas.
- Represent the service at meetings and exchange information with stakeholders and partners, applying influence and persuasion skills as appropriate.
- Present complex performance data and analysis to different audiences.
- Provide high quality and specialist service in line with statutory guidance and business needs responding to service-related queries.
- Oversee the statutory and regulatory returns to government and associated agencies highlighting risks and possible solutions.
- Work in partnership to identify and propose service and system developments and improvements, for the mutual benefit of the team and Together for Children
- Develop Service Level Agreements with services and monitor delivery.
- Keep up to date with best practice and government requirements across the service.
- Plan and organise own work, the work of others and project work to fulfil team and organisational priorities.
- Have discretion and initiative over decisions relating to your work areas and projects.
- Interpret and manage data required for freedom of information requests.
- To safeguard and promote the welfare of children and young people.
- Champion equity, diversity and inclusion in all aspects of your work and the communities you assist.

RACE EQUALITY MATTERS TRAIL BLAZER Valid Until July 2025
Better Health at Work Award Gold Award
disability confident EMPLOYER
ARMED FORCES COVENANT EMPLOYER RECOGNITION SCHEME SILVER AWARD 2023
MENOPAUSE INCLUSIVE WORKPLACE STANDARD OF EXCELLENCE

Our Expectations

You must undertake this role in accordance with the requirements set out below:

- Comply with Together for Children's Code of Conduct, People policies and procedures, Health and Safety Policy and EDI Statement.
- Uphold all relevant professional policies, standards and legislative requirements
- Adhere to the Data Protection Act 2018 and GDPR principles in relation to the management and handling of personal and/or sensitive information and respect the privacy of personal information managed by Together for Children Sunderland.
- Comply with the Freedom of Information Act 2000.
- Follow Together for Children Sunderland's and NHS ICB's information security standards.

This job description is a guide to the duties you will be expected to perform. It is not an exhaustive list, and you may be required to undertake other tasks and duties not listed that are reasonably commensurate with the job role and grade of the post. Where a fundamental change to the job description is needed this will be discussed with the postholder prior to any changes being made

Date: April 2025

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Person Specification – Senior Business Intelligence Officer

The requirements for this post and how candidates will be assessed are set out below.

Essential Requirements	Method of Assessment
Qualifications • Degree or equivalent work experience.	Application Form
Experience • Production of timely, informative and actionable performance information that highlights business trends and opportunities for improvement. • Working with considerable amounts of data from a wide range of sources and operating within a very complex and varied environment. • Providing advice to senior managers on complex proposals or concepts. • Development of innovative KPIs/metrics. • Use of benchmarking data to drive service improvement.	Application Form Interview Test
Knowledge and Understanding • Expert knowledge and experience of relevant subject matter or analytical techniques. • Proficient in recognised data visualisation software e.g. PowerBI. • Working knowledge of relevant coding language e.g. SQL and reporting tools e.g. SSRS. • Statutory reporting across children services and associated inspection frameworks	Application Form Interview Test
Skills and Abilities • Apply influence and persuasion skills where appropriate. • Respond to data and intelligence related queries effectively. • Research and adopt reporting tools to support the production and analysis of data. • Interpret and evaluate data highlighting risks and proposing possible solutions. • Be extremely well organised, managing a diverse workload.	Application Form Interview Test
Other Requirements • Commitment to Equal Opportunities	Interview