

Job Description

Department: Business Improvement and Development

Division/Section: Business Intelligence

Job Title: Intelligence Lead

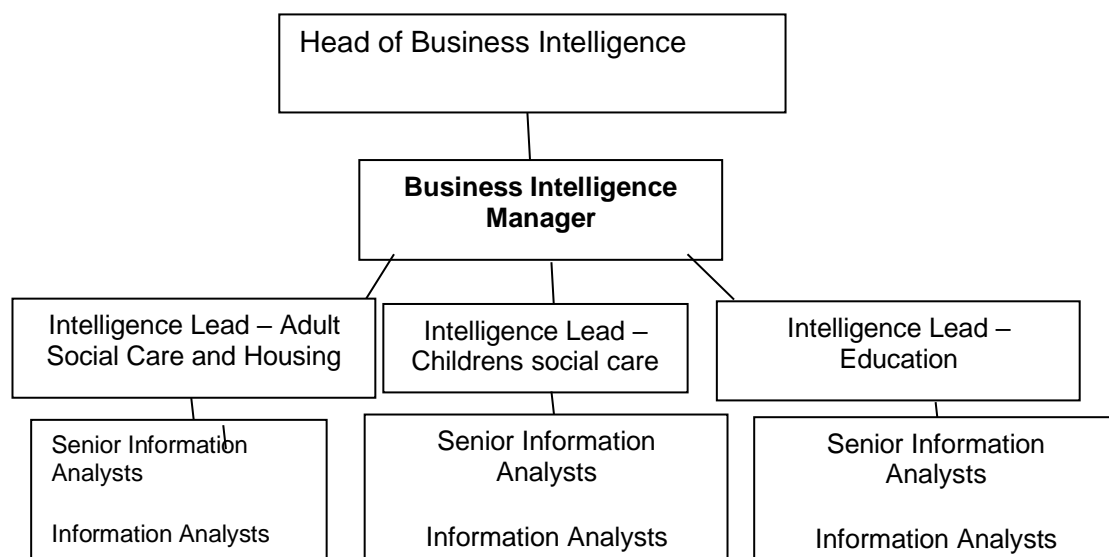
Post No:

Grade: 12

Reports to: Performance and Information Manager

Organisation Chart:

Show immediate manager and any jobs reporting to this post.



Does the post involve working in regulated or controlled activity with children or vulnerable adults?
CRB Check applicable?

Controlled ☐

Standard ☐

Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?

No ☐

Line Management responsibility for:

No. of direct reports: up to 3

No. of indirect reports: up to 6

Size of budget: No direct budget responsibility

- state whether *accountable* for (i.e.budget holder) or *accounting* for (e.g. monitoring)

Job Purpose:

The Intelligence Lead will work collaboratively across the whole Council to ensure delivery of a broad range of PCC and Partnership strategic objectives and outcomes.

The post-holder will think innovatively and creatively to support departments to identify alternative ways of delivering outcomes in line with cross-Council and partnership objectives.

Specifically the post holder will ensure the delivery of the following services:

- Strategic, Management & performance information for directly delivered services
- Strategic, Gap analysis & contracts information for Commissioning and planning
- Strategic, Joint analysis & performance information for and from strategic partnerships including Health and Wellbeing Boards, Community Safety Partnerships and multi-disciplinary, multi-agency work.

Additionally providing ad-hoc information support to projects and delivery of new ways of working for council services and partners or providers.

Working collaboratively with colleagues in the team to support the wider delivery of Business Intelligence objectives by:

- Giving judgement both on priority and on efficacy of work but also working with services to support them to understand need and how they need to record
- Provide coaching and guidance for the team to solve problems, time manage and grow
- Deliver analysis and experience to understand need and explore data
- Support good communication and presentation to manage collaboration and improve information produced
- Provide technical expertise on data reporting to construct efficient extraction and automate
- Coordinate and escalate to unstick problems and ensure work is not done unnecessarily or in conflict with other priorities or aims

Main Duties and Responsibilities:

Business Intelligence

- Support the provision of high quality management information and performance reporting for the Council, Members, and partners.
- Support services to develop and deliver a plan for critical work including delivery of our regulatory reporting, statutory commitments and our commitments to joint arrangements with our partners.
- Support the co-ordination of information to ensure the Council is prepared for Inspections of its services.
- Support services in their Quality Assurance role ensuring that service frameworks are sufficient and that governance of programmes and projects is appropriate.
- Contribute to innovative and creative thinking within the service to develop alternative ways of delivering business intelligence to improve our ability to be an intelligence led Council.
- Support the delivery of the agreed outcomes for your team.
- Contribute to the development and delivery of department and function plans.
- Support regulatory and Council reporting processes and compliance across the organisation.
- Undertake a wide range of data analysis to provide high quality business intelligence to a wide range of internal and external stakeholders.

Partnership Intelligence

- Work proactively to create and maintain effective working relationships with a wide range of internal and external colleagues and stakeholders to ensure delivery of joint arrangements and Service Level Agreements in order to meet the needs of services.
- Support work relating to multi-agency risk stratification
- Work intensively with data from cross organisational collection systems

Commissioning Intelligence

- Work closely with commissioners throughout the Council to establish intelligence on commissioned services
- Supporting procurement processes with timely demand information
- Supporting development of longer term strategies with demand modelling and demand profiling

Cultural change and self development

- Support culture change with a focus on building a confident, energetic and customer focused service.
- Work collaboratively across the organisation.
- Identify opportunities to develop your skills and competence via your personal development plan.

Judgement and decision making

- Use a broad range of information and insight, including customer insight and market intelligence, to develop evidence based recommendations that challenge and inform strategic decisions to support the organisation's goals.
- Actively seek commercial opportunities and challenge the effectiveness of current systems and processes to ensure optimum use of resources.
- Quality assure the provision of services against agreed standards and protocols.

Change and innovation

- Demonstrate a commitment to actively challenge existing process and procedures to improve operational efficiency and service delivery, working to a digital first approach to system and process change.
- Support the undertaking of analysis and benchmarking from internal and external sources to ensure the Council has the widest range of information upon which to make decisions.

Governance and reporting

- Ensure statutory reporting is undertaken to agreed time and quality standards.
- Ensure compliance with relevant legislation and standards.
- Contribute to the management of risk ensuring that the lines of accountability are clear and well understood and that governance is in place for identification, mitigation and management of risk.

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| Generic Responsibilities: | <p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p> |
| Flexibility Clause: | <p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p> |
| Variation Clause: | <p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p> |

DATE: 21/05/2021

COMPLETED BY: Philip Hammond

Person Specification

JOB TITLE: Intelligence Lead

GRADE: 12

HOURS 37

DIVISION: Business Intelligence

DATE: 21 May 2021

POST NO:

DEPARTMENT:
Business
Improvement and
Development

DIRECTOR: Amanda Askham

COMPLETED BY: Philip Hammond

| ATTRIBUTES | ESSENTIAL CRITERIA | DESIRABLE CRITERIA |
|-------------------------------|--|--|
| KNOWLEDGE | <p>A thorough understanding of the environment in which local government operates including relevant legislative frameworks</p> <p>Knowledge of local authority data sets</p> <p>Knowledge of performance management and efficiency tools such as LEAN</p> <p>In-depth knowledge of reporting and analytical tools</p> <p>Knowledge of statistical analysis, advanced Excel, database manipulation and reporting.</p> <p>Knowledge and experience of how to effect cultural and behavioural change.</p> <p>Knowledge of the commissioning cycle, needs assessment and demand management and profiling.</p> | |
| SKILLS & ABILITIES | <p>Think creatively about opportunities to work together, building rapport.</p> <p>Deliver results across team and organisational boundaries.</p> <p>Focus on outcomes and self-motivated.</p> <p>Think and plan strategically to deliver services that are based on colleague and customer feedback and input, with decisions being made openly and transparently.</p> | <p>Skilled in Business objects, SSRS/SSIS, crystal reporting or similar extraction tools</p> <p>Skilled in Power BI, Qlik, Tableau or similar business Analysis and presentation tools</p> |

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| | <p>Identify areas for improvement to meet the diverse needs of customers and Colleagues.</p> <p>Challenge poor use of built and natural resources, delivering improvements.</p> <p>Review current practice both in own work and in the work of my team.</p> <p>Identify and deliver best practice</p> <p>Strong communication skills including report writing and presentation skills.</p> <p>Ability to persuade and negotiate to achieve outcomes.</p> <p>Strong and effective interpersonal skills in groups, teams and one-to-one situations.</p> <p>Work effectively and collaboratively with internal and external partners to achieve required outcomes</p> <p>Ability to challenge others constructively and to make informed decisions that if challenged can be substantiated.</p> <p>Ability to exercise sensitivity and clear judgement over organisational issues and developments and to arrive at a balanced view.</p> <p>Ability to understand and analyse complex issues and to offer sound, strategic, professional and managerial advice.</p> <p>Demonstrable ability to learn from experience and to share that learning through future actions to improve service and staff performance</p> | |
| EXPERIENCE | <p>Proven ability in fostering positive and constructive relationships with internal and external stakeholders</p> <p>Proven ability in statistical analysis, advanced Excel skills, experience of database manipulation and reporting.</p> <p>Experience of preparing meaningful and concise reports and presentations and leading and participating in senior level discussions to achieve desired outcomes</p> <p>Ability to engage in positive dialogue to achieve desired outcomes.</p> | Change management |

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| QUALIFICATIONS | At least 5 years experience in information based work, or relevant higher education qualification (e.g. HND, Degree) Recognised technical training in statistics, statistical tools or analytical software packages | Professional qualification Statistics/Computing/ICT/public sector specific_ Management qualification or vocational management training. |
| PERSONAL CIRCUMSTANCES | Ability to travel between locations in Peterborough, regionally and less frequently nationally. | |
| EQUALITY | Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I) | |
| CUSTOMER CARE | Knowledge and understanding of effective customer care (A & I) Clear understanding of the need to engage with communities and promote good customer relations | |

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*