

JOB SUMMARY

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| Post Title | Information Analyst – Education and Inclusion | | | | | | |
| Job Family | <i>Business Support</i> | Pay Range | 8 | Line Manager to others? | No | Role profile ref | BS08 |
| Service Area | <i>Children's Services</i> | | | | | | |
| Line Manager | <i>Debbie Williams – Data and Insight Team (DAIT) Manager</i> | | | | | | |
| Location | <i>County Hall, Newport / Agile</i> | | | | | | |

Job Purpose

In this analytical role you will be working with colleagues within Education & Inclusion and providing support for wider Children's Services functions where required, using strong technical skills and experience to drive forward process improvement, digitalisation, the development O365 solutions, information dashboards and analytics.

Reporting to the Data and Insight Team Manager, you will be a main point of contact and knowledge for extracting, interpreting and reporting data, including statutory returns and dashboard development work undertaken by the team. Utilising strong analytical and data presentation skills you will help to support and strengthen the teams' analytics, reporting and learning.

The role will involve the design, development and delivery of data related projects to multiple customers. There is a need to proactively identify efficiencies, streamline processes and work closely with all colleagues to deliver technical solutions, the role will undertake elements of business analysis and communication at all levels.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Working alongside the team, you will extract, interpret, report and develop data reports including monitoring for operational requirements and statutory returns, identifying service and process improvement where required.
- Communicate with internal stakeholders to clarify issues/ need, deliver findings and recommendations, and seek feedback.
- Co-ordinate with other teams with a focus on collaboration, consistency and good communication. Decide what actions need to be taken and the best use of resources to resolve problems or issues, escalate issues as appropriate.
- Testing data process developments to ensure that they deliver against the criteria of the business requirements.
- Build excellent networks of contacts and professional relationships with staff in across Children's Services Department to enable timely production of quality data required. Promote a culture that welcomes customer feedback to facilitate continuous improvement.
- Collaborate with all services within Children's Services and share knowledge about and reporting developments. Demonstrate the confidence to express new ideas and to challenge existing process / ways of working.
- Undertake data analysis, database troubleshooting, make recommendations to include:
 - Data management including advice for data collection activities,
 - Technical guidance and support.
- Liaise with relevant senior management for data and make recommendations for improvements.
- Undertake analysis and review of existing reporting processes making recommendations for improvements across the Children's Services Directorate
- Develop and explore data visualisation technologies. Deliver support for high level or complex tasks and project work using the latest IT tools including Office365.

JOB SUMMARY

| Knowledge, Skills and Experience | | | |
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| Role Profile requirements. | Job specific examples. (if left blank refer to left hand column) | Essential | Desirable |
| Practical experience within the relevant working environment. | Experience and understanding of data storage and management technologies, including relational databases and spatial data types. | * | |
| | Strong technical skills and experience to drive forward process improvement, the development O365 solutions, information dashboards and analytics. | * | |
| | You will have experience of deriving insights from data to resolve business problems | * | |
| | Understanding of statistical methods for sampling, distribution assessment, bias and error is advantageous. | | * |
| | Experience in Business Analysis. | | * |
| Extensive working knowledge of relevant processes and systems. | Ability to stay up to date with the work of your team and beyond across the national and local government landscape and actively take an interest in expanding your own knowledge of the areas related to the role. | * | |
| | Ability to stay up to date with the broad set of issues relating to the work of the Isle of Wight Council Children's Services Department. | * | |
| | Strong IT Literacy with advanced use of Microsoft applications such as MS Excel, MS Access and Power BI. | * | |
| | Knowledge and experience of data transfer tools (SSIS, Power BI Data Flows). | * | |
| | Experience of using enterprise scale databases such as Oracle and SQL server as reporting and query tools are also advantageous. | * | |
| | Experience of using Microsoft Access or other reporting tools to extract information. | * | |
| | Understanding of LEAN process methodology. | | * |
| Considerable knowledge of the service provided in own area. | Ability to stay up to date with the broad set of issues relating to the work of the Isle of Wight Council Children's Services Department. | * | |
| Strong ICT skills including use of Microsoft applications. | Strong IT Literacy with advanced use of Microsoft applications such as MS Excel, MS Access and Power BI. | * | |
| | Experience of using enterprise scale databases such as Oracle and SQL server are also advantageous. | * | |
| | Experience in using Microsoft Azure. | | * |
| | Experience in using O365 Power Apps. | | * |
| Good verbal and written communication skills with the ability to explain information in a way that a non-specialist can understand. | Proven ability to give clear advice/guidance on technical (data) issues, make complex technical information and language simple and accessible for non-technical audiences. | * | |
| | Well-developed interpersonal skills and the ability to work effectively as part of a team. | * | |
| Good planning and organisational skills. | Evidence of use of planning and organisation skills to achieve delivery of tasks. | * | |

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| Nurate and accurate with attention to detail. | Evidence of data manipulation and analysis to derive meaningful actionable insight from data for stakeholders. | * | |
| | Ability to produce consistent high-quality outputs (reports, formal and informal presentations). | * | |
| Understanding of how to deal with customers appropriately. | Analytical and data presentation skills required to support and strengthen the teams' analytics, reporting and learning. | * | |
| Proven ability to prioritise workloads and achieve deadlines (both by self and with others). | Effective time management, prioritisation and planning of personal workload and tasks to meet deadlines with minimal supervision. | * | |
| Qualifications | | | |
| Role Profile requirements. | Job specific examples. | Essential | Desirable |
| Educated to level 4 standard or able to demonstrate equivalent experience. | Level 4 qualification such as an NVQ 4 or HNC in a relevant subject such as Data Analysis or ICT or able to demonstrate equivalent practical experience. | * | |
| Relevant professional qualification | Analytics or related Qualifications Degree level or equivalent experience. | | * |
| Other Requirements. | | | |
| <i>May require relevant certifications including evidence of fluency in English language.</i> | | | |
| <i>May be required to undertake additional duties as commensurate with role and grade.</i> | | | |
| <i>Participate in own self development, to improve performance at work by being responsible for the identification of own training needs and develop a systematic approach to meet these needs.</i> | | | |
| <i>To work in a strengths-based way with ability to prioritise workloads and achieve deadlines (own deadlines and the deadlines of the team).</i> | | | |