

Job Description



Job Title: Adult Social Care Service Intelligence Analyst	Service Area: Adult and Health – Improvement, Performance, Brokerage and Workforce	
Directorate: Adult and Health	Post Number:	Evaluation Number: (7737- CYPS)
Grade: PO7	Date last updated: July 2026	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

TRANSFORMATIONAL CHANGE

Joined up horizontal working, integrated multidisciplinary delivery and matrix management. These are just a few of our initiatives which centre our services around the child or family. Staff are required to be champions of this programme of transformational change, breaking down traditional silos and improving outcomes for children through more holistic and early intervention.

Overall Purpose of Job

1. To provide end-to-end stewardship of Adults Social Care and Health Services information from recording and data quality through to reporting, interpretation, and compliance to enable managers to make evidence based decisions and demonstrate impact, effectiveness, and adhere statutory requirements.
2. To support the relevant services to interpret and analyse data to enable to them to provide good quality service to adults and their families.
3. To attend key meetings such as SMT, DMT, relevant Quality Assurance and Performance Boards and TRID meetings to support managers and practitioners to reflect and analyse performance to further enhance service delivery
4. To attend and and provide proactive pan-london collaboration including via established performance networks
5. To work with the corporate performance team to develop reports that allow greater insight and intelligence and improve data robustness.

Job Context

The post holder reports to Adults and Health Transformation Manager

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Data Governance & Quality

1. Ensure all required data is recorded accurately and in a reportable format, aligned to statutory definitions or local definitions and business needs
2. Collaborate with service teams and system developers to design and implement data collection processes that meet statutory, operational needs and align to the requirements of the CQC assessment framework.
3. Raise and manage system jobs to correct errors which cannot be resolved by end users, ensuring changes do not negatively impact other data items.
4. Maintain clear data ownership and accountability arrangements across Adult Social Care datasets, ensuring definitions, recording expectations and quality standards are understood by operational teams, managers and system users.
5. Develop and monitor data quality dashboards and exception reports to identify gaps, inconsistencies and emerging risks and themes in key ASC recording areas, including assessments, reviews, safeguarding, carers, direct payments, waiting lists, outcomes and statutory returns.
6. Work with operational services to embed “right first time” recording practice, supporting practitioners and managers to understand how accurate case recording affects performance, assurance, commissioning, CQC evidence and resident outcomes.
7. Ensure Adult Social Care data reflects the resident journey accurately, including referral routes, eligibility decisions, assessment activity, care and support planning, reviews, safeguarding activity, hospital discharge pathways and service endings.
8. Support compliance with information governance, GDPR, confidentiality and data protection requirements, ensuring sensitive resident-level information is handled appropriately in reporting, analysis and data sharing.

9. Maintain robust audit trails for data corrections, system changes and reporting logic, ensuring transparency, version control and confidence in published management information.
10. Undertake regular validation of key statutory and local performance measures, ensuring data used for CQC assurance, national returns, internal boards and senior leadership reporting is accurate, consistent and explainable.
11. Identify and escalate systemic data quality issues, working with system leads, practice leads and managers to address root causes through training, process redesign or system changes.
12. Support the development of a single version of the truth for Adult Social Care performance information, reducing duplication, conflicting reports and inconsistent interpretation of key measures.
13. Ensure equality and demographic data is monitored and used appropriately, enabling analysis of access, experience and outcomes for Newham's diverse communities and supporting work to identify and reduce inequalities.
14. Contribute to data quality assurance ahead of inspections, audits and peer reviews, ensuring evidence can be produced quickly and withstand scrutiny from CQC, corporate governance and external partners.

Reporting, Analytics & Insight

15. Ensure a coherent suite of reports enabling managers to performance-manage teams and assure timeliness, quality, and outcomes for our residents.
16. Analyse and interpret data, conducting deep dives and needs assessments, from a variety of sources (including operational, performance, and demographic data), to provide actionable insights that support the day-to-day decision making across Adult Social Care and Health.
17. Work on innovative programmes on national and local initiatives e.g. social care reform, providing assurance to the service by contributing specialist knowledge and analytical expertise to drive effective change and improvement
18. Provide support and coaching to managers to enable confident use of management information.
19. Develop analytical products that support Adult Social Care transformation and change programmes, providing baseline data, demand analysis, impact measures and benefits tracking to evidence whether initiatives are improving outcomes and delivering intended efficiencies.
20. Use data to identify opportunities for service improvement, cost avoidance and demand management, including analysis of activity, waiting times, care package

costs, reviews, reablement outcomes, hospital discharge pathways, safeguarding trends and long-term care admissions.

21. Provide insight to support savings plans and medium-term financial planning, ensuring proposed efficiencies are informed by robust data, clear assumptions, impact modelling and an understanding of potential risks to quality, equity and resident outcomes.
22. Support the evaluation and impact of transformation projects, pilots and new ways of working, using agreed success measures to assess benefits, unintended consequences, value for money and improvements in outcomes for residents and carers.
23. Support quality improvement by triangulating performance data with complaints, safeguarding, audit, practice review, resident feedback and equality data, helping services understand both the scale and root causes of issues.
24. Work with managers to turn insight into action, supporting the development of improvement plans, measurable success criteria and monitoring arrangements that demonstrate progress over time.

Interpretation & Performance Assurance

25. Collaborate with quality assurance to align quantitative indicators with qualitative practice reviews.
26. Provide evidence and recommendations to support service planning, commissioning, and operational decisions, for service recording and improvement based on data insights.
27. Undertake benchmarking activities using available data to compare performance with local, regional, and national standards, including the analysis of information and outcomes to increase awareness of the positioning of the authority and to identify best practices.

Statutory and Voluntary Data Submissions

28. Lead and be the responsible officer during the statutory data collection periods across Adult and Health, working collaboratively with the Data hub team, to ensure data is accurately compiled, validated and submitted in accordance with regulatory requirements.
29. Ensure national changes are reflected promptly in recording and practice so that statutory returns remain feasible and accurate.
30. Provide evaluation data for pilots and new initiatives to underpin evidence-based assessments of impact.

Inspections Readiness

- 31. Lead the data strand for inspections, ensuring data can be produced quickly with strong data quality and provide assurance for development of the narrative.
- 32. Provide regular assurance reporting that highlights emerging risks and issues in performance or practice

External Engagement & Sector Influence

- 33. Represent the authority at national meetings and collaborations, ensuring local practice and perspectives are reflected in evolving policy.
- 34. Leverage our positive systemic and relational practice and to showcase, learn, and shape sector developments.
- 35. Work collaboratively with internal and external partners to identify patterns, trends, in existing datasets to inform proactive interventions, service improvements, and multi-agency briefings.

Risk Management and Continuous Improvement

- 36. Identify and address risks related to data quality, reporting, and system changes.
- 37. In collaboration with service, advise on achievable improvement/performance targets.
- 38. Monitor and evaluate service performance against established targets and objectives, highlighting areas of concern or opportunity and making recommendations for improvement.

Freedom of Information (FOI) & Ad-Hoc Requests

- 39. Coordinate and quality-assure data for appropriate and relevant FOI requests that pertain to this role, ensuring accuracy, timeliness, and consistency of definitions.
- 40. Respond flexibly to requests for additional analysis or insight as required by the organisation, adapting to changing priorities and urgent needs.

Other Responsibilities

- 41. To carry out any other duties which are commensurate with this post as may be required.
- 42. The post holder may be required to work evening, weekends and occasional public holidays, to meet the needs of all service users and stakeholders.

Politically Restricted Posts

In accordance with this legislation, this post is politically restricted and as such the post holder must refrain from being a candidate for election, an election agent or sub agent, an officer of a political party, or sub committee of such a party or canvass, speak to the public at large, publish written or artistic work or display posters in support of a political party or sub group of such a party.

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA

METHOD OF ASSESSMENT

EQUALITY AND DIVERSITY

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KNOWLEDGE:

Knowledge of statistical and information analysis

Application Form/Interview

Knowledge of the Care Act 2014, Safeguarding and national legislation and policies pertaining to Adult Social Care

Application Form/Interview

QUALIFICATIONS:

Educated to degree-level or equivalent in a relevant area, or equivalent by experience.

Application Form/Documentation

Evidence of continuing professional development.	Documentation
EXPERIENCE: Experience of having worked within local government or public sector environment would be preferred Experience of analysing, interpreting and utilising a range of different information and data sources, including financial, statistical, and qualitative data and presenting conclusions and implications Experience of working with multi-agency stakeholders and presenting data insights Experience with data management, reporting tools (e.g. Power BI), and statutory data submissions	Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview
SKILLS AND ABILITIES: Exceptional ICT skills Strong analytical and problem-solving skills Highly effective organisational and prioritisation skills, managing a demanding and complex work-programme with rapidly changing and competing priorities Understanding of data governance, confidentiality, and GDPR compliance Ability to present findings clearly and concisely, verbally, in writing, to a range of audiences, including senior managers, Members of the Council, Officers, a variety of outside organisations including Government Departments, Local Authority Associations both local and national.	Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview
PERSONAL STYLE AND BEHAVIOUR: Ability to know when to draw risk and sensitive matters to the attention of managers. Sets clear objectives for own work and develops effective plans to achieve objectives	Application Form/Interview Application Form/Interview Application Form/Interview

Makes effective and efficient use of resources to achieve results	
OTHER SPECIAL REQUIREMENTS: Able to attend meetings in the evening; to work outside normal office hours; and to work beyond minimum hours as and when required to achieve deadlines in exceptional circumstances. Able to work under pressure and to tight deadlines This post is subject to a Basic DBS check.	Satisfactory clearance at conditional offer stage