

Job Description

Job Title: Performance and Business Intelligence Analyst	Department: Performance & Business Intelligence
Directorate: Transformation	Job Number: JE Reference:
Grade: Career Grade PO3/4/5	Date last updated: May 2021

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

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.

Corporate parent

Every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

The post holder will drive forward performance improvement and develop business intelligence working as part of integrated team of performance and business intelligence expertise.

- Support the provision of information and data into performance and business intelligence, reports advice and guidance for review by services areas, Newham Mayor, Cabinet, Councillors, Chief Executive, senior officers and services as required.
- Where required for your portfolio of work, you will support the delivery and submission of statutory data returns contributing to the council's statutory duties.
- You will be required to support a complex portfolio of work, across the organisation and with key partners and agencies supporting research and data gathering and analysis to provide insight and service

improvement.

- You will support the Performance and Business Intelligence managers in the development and delivery of the Council's Business Intelligence and Performance Management Framework and the review and analysis of performance data, research and business intelligence for the Council.
- You will support the service planning process for the Council collaborating with services and partners where appropriate to develop challenging but realistic performance targets to meet the Council's corporate plan.
- You will lead specific performance and business intelligence projects.
- The post holder will need excellent communication skills to present complex analyses to a range of stakeholders from specialist and non-specialist background.
- To develop and maintain effective relationships with key stakeholders including public health consultants.

Job Context

The post holder reports to an allocated Performance and Business Intelligence Manager for line management purposes.

1. The postholder has no immediate line management responsibility but will have matrix responsibility for colleagues' delivery on a project basis.
2. The postholder has no budget responsibility but may from time to time be required to manage project based budgets and research.
3. The postholder may be required to work evenings, weekends and the occasional public holiday in order to meet service requirements.
4. The post holder will be required to work flexibly across the Change and Insight team providing support to a wide variety of Change and Insight projects to ensure the team delivers the support, reporting, outcomes and change required.
5. The post holder will need to work with a variety of internal customers across all of Newham's services, providing high levels of support, advice and guidance.
6. The post holder will be expected where required to liaise and engage with Newham's partners and residents to ensure that a rich and varied picture of performance and business intelligence is developed.

Key Tasks and Accountabilities

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

Specific tasks and Accountabilities at PO3/4/5 levels

1. Be a resource for performance data analysis, interpretation and presentation, utilising spreadsheets, maps and analytical tools across a wide range of data sets.
2. To support all agreed statutory performance reporting for your portfolio of work, building on effective relationships within the service and with partners to ensure this is carried out. This includes supporting the development of reports from systems to support the submission on behalf of the relevant service.
3. Work with services and other partner organisations to help build business intelligence capacity and capability and support the design, implementation and evaluation of services.
4. Use data from analysis and evaluations to identify recommendations for change to improve services in Newham.
5. Analysis and presentation of performance and business intelligence data required for a wide variety of work streams and functions across the Council.
6. Present the results of analysis and evaluation for a variety of audiences.
7. Use own initiative to manage a number of projects simultaneously, ensuring planning, organising and prioritising workload to meet project deadlines to a high quality standard.
8. Analyse, interpret and synthesize complex information into reports and visualisations, dashboards that allow easy interpretation and that drive improvement and insight.
9. To champion, lead and enable effective communication and appropriate employee participation within the management and delivery of change and insight and the work of the team.

Specific tasks and Accountabilities at PO3 level

10. Develop the analysis and presentation of data required for a wide variety of work streams and functions across the Council.
11. Provide information and support performance and business intelligence projects. Use evidence from a wide range of sources to make recommendations for change across relevant Council services.
12. Collaborating with others, use evaluation evidence to make recommendations for change across relevant Council services.
13. Present the results of analysis and business evaluation to leads within the Change and Insight team.
14. Support as required performance and business intelligence projects which have a far-reaching effect across the Council.
15. Contribute to performance and business intelligence projects which have a far-reaching effect across the council.

Specific tasks and Accountabilities at PO4 level

16. Support the scoping, analysis and presentation of data required for a wide variety of work streams and functions across the Council.
17. Provide information and collaborate on the commissioning, and project management of business intelligence projects relating working alongside service commissioners across the council. Use research evidence to make recommendations for change across relevant council services.
18. Complete service evaluations relating to interventions working across the council and other partners. Working with others use evaluation evidence to make recommendations for change across relevant Council services.
19. Present the results of analysis and evaluation to senior service leads.
20. Collaborate on performance and business intelligence projects which have a far-reaching effect across the council, requiring extensive and well-developed managerial and relationship-building skills.
21. Contribute to complex performance and business intelligence projects which have a far-reaching effect across the Council, requiring extensive and well-developed managerial and relationship-building skills.

Specific tasks and Accountabilities at PO5 level

22. Lead the scoping, analysis and presentation of data required for a wide variety of work streams and functions across the Council.
23. Lead on the scoping, commissioning, and project management of performance and business intelligence projects relating working alongside service commissioners across the council. Use a wide variety of evidence to make recommendations for change across relevant council services.
24. Lead on designing, commissioning and delivery of service evaluations relating to interventions working across the council and other partners. Use evaluation evidence to make recommendations for change across relevant council services.
25. Present the results of analysis and evaluation to senior Members, Directors, and service leads.
26. To manage complex performance and business intelligence projects which have a far-reaching effect across the council, requiring extensive and well-developed managerial and relationship-building skills.
27. To manage complex performance and business intelligence projects which have a far-reaching effect across the council, requiring extensive and well-developed managerial and relationship-building skills.

Person Specification

Job Title: Performance and Business Intelligence Analyst	Department: Change and Insight
Directorate: People Policy and Performance	Job Number: JE Reference:
Grade: Career Grade PO3/4/5	Date last updated: May 2021

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, 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
<p>EQUALITY AND DIVERSITY</p> <p>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.</p> <p>PROTECTING OUR STAFF AND SERVICES</p> <p>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 risk appropriately.</p>	
KNOWLEDGE:	
Across grades PO3/4/5	
In knowledge of performance, business intelligence and business information analysis to enable the post holder to provide solutions to a range of analytical and methodological issues, projects and queries.	Application/Interview/Test

Knowledge and understanding of current developments and legislation and statutory requirements affecting local government, particularly in relation to statutory planning and performance reporting requirements.	Application/Interview
Knowledge of Microsoft Office packages including Excel, Access.	Application/Interview
Knowledge of software packages that can support the development, reporting and communication of performance and business intelligence.	Application/Interview/Test
High level knowledge of data modelling and the ability to provide analysis and insight.	Application/Interview
Knowledge of report specifications and user acceptance testing	
Across grades PO4/5	
High level knowledge of performance, business intelligence and business information analysis to enable the post holder to provide solutions to a range of analytical and methodological issues, projects and queries.	Application/Interview/Test
Extensive knowledge of Microsoft Office packages including Excel, Access.	Application/Interview/Test
Extensive knowledge of software packages that can support the development, reporting and communication of performance and business intelligence.	Application/Interview/Test
In depth knowledge of performance, business intelligence and business information analysis to enable the post holder to provide solutions to a range of analytical and methodological issues, projects and queries.	Application/Interview/Test
QUALIFICATIONS:	
Educated to graduate level in a subject related to the analysis, statistical understanding and visual display of data or equivalent work related attainment in a performance, improvement or service planning environment. Note: Applicable PO3/4/5 grades	Application
EXPERIENCE:	
Across grades PO3	

Experience of delivering similar functions in relation to statutory data submissions.	Application/Interview
Understanding of designing and delivering evaluation and analysis of projects and business systems.	Application/Interview
Some experience of analysing and processing complex data, across multiple relevant data sources.	Application/Interview
Experience of making assessments through the collation, analysis and interpretation of data, information and evidence.	Application/Interview
Experience of writing reports and the presentation of data.	Application/Interview/Test
Experience of working with, and presenting analysis to managers.	Application/Interview/Test
Across grades PO4/5	
Experience of delivering similar functions in relation to statutory data submissions.	Application/Interview
Significant experience of designing and delivering evaluation and analysis of projects and business systems.	Application/Interview
Experience of commissioning and managing contractors to deliver research and evaluation projects including effective measurement of the outcomes and benefit of interventions.	Application/Interview
Experience of analysing and processing complex data, across multiple relevant data sources.	Application/Interview
Experience of conducting assessments through the collation, analysis and interpretation of data, information and evidence.	Application/Interview
Experience of writing complex reports and the presentation of complex data.	Application/Interview/Test
Experience of advising colleagues on the use and interpretation of performance and business intelligence information.	Application/Interview

SKILLS AND ABILITIES:	
Across grade PO3	

1. Sufficient numerical & analytical ability for calculation and high level information processing	Application/Test
2. Able to analyse primary sources of data and information.	Application/Interview
3. Able to analyse and communicate information and issues in a readily understandable way both orally and in writing.	Application/Interview/Test
4. Able to work on own initiative, manage conflicting deadlines and work well under pressure.	Application/Interview
5. Good data management skills.	Application/Interview
6. Good analysis and problem solving skills, able to understand issues and find solutions	Application/Interview
7. Understanding of performance and business intelligence and its application within a public sector setting	Application/Interview
Across grades PO4/5	
8. Sufficient numerical & analytical ability for complex calculation and high level information processing	Application/Test
9. Able to analyse and draw inferences from primary sources of data and information.	Application/Interview
10. Ability to develop creative solutions to complex problems.	Application/Interview
11. Ability to commission support, evaluations, reviews or specific investigations as required.	Application/Interview
12. Able to analyse and communicate complex information and issues in a readily understandable way both orally and in writing.	Application/Interview/Test
13. Able to work on own initiative, manage conflicting deadlines and work well under pressure.	Application/Interview
14. Strong data management skills.	Application/Interview
15. Good analysis and problem solving skills, able to understand issues and find solutions	Application/Interview
16. Strong understanding of performance and business intelligence and its application within a public sector setting	Application/Interview
Across grades PO3/4/5	

PERSONAL STYLE AND BEHAVIOUR:	
1. Good interpersonal skills, ability to communicate effectively, able to listen, influence and persuade.	Application/ Interview
2. Able to work effectively both as part of a team and on own initiative.	Application/Interview
3. Knows when to draw matters to the attention of management but always seeks to provide solutions to problems.	Application/Interview
4. Listens to others points of view and able to appropriately put forward an alternative view where necessary.	Application/Interview
5. Credible with other officers and able to gain their commitment.	Application/Interview
OTHER SPECIAL REQUIREMENTS: Willingness and ability to work occasional evenings and weekends to maintain service delivery. This post is subject to an enhanced DBS check.	Application Form/Interview Satisfactory clearance at conditional offer stage