**Role Description**

Post Title: Business Intelligence Officer

Post Number: SEQS5

Directorate: Corporate Services

Department: Policy and Transformation

Grade: SCP-39-42

Reports To: Team Manager Performance and Business Intelligence

**Purpose**

To provide effective support to transform the Council’s approach to the development and delivery of its performance management and business intelligence processes, enabling the production of high-quality management information and analysis, in line with all regulatory requirements, that ensures data led decision making to drive improvement and the successful achievement of the organisation’s strategic priorities.

**Responsibilities & Outcomes**

1. Be accountable for the production and analysis of robust intelligence and performance data to enable the Council and its partners to understand need, quantify the impact of interventions and drive improvements in service delivery in line with borough-wide strategic outcomes.
2. Work with the Team Manager for Performance and Business Intelligence to support IT to develop and implement a data strategy for the Council which consolidates and harnesses corporate and service data sets to deliver meaningful insight across the organisation.
3. To deliver the Council’s business intelligence and performance management functions, ensuring the production of timely, relevant, robust data and high-quality analysis to enable data-driven decision making, operational innovation and the achievement of the Council’s strategic priorities.
4. To deliver Council-wide research and intelligence and to provide expert advice on methods and techniques for research, analysis and evaluation.
5. Provide a research and intelligence consultancy service in a range of topic areas including statistical analysis, population estimation and forecasting.
6. Assess and define required approach and deliver geo-demographic analysis and presentation of mapped data to services and policy-makers to support service design and development, policy development and review and service transformation across all council services.
7. Develop and deliver a customer intelligence function to promote evidence led and targeted business planning, development and service delivery across all council services.
8. Provide guidance and advice on use and interpretation of customer intelligence information.
9. Work with services to develop and implement ad hoc and ongoing research programmes to support policy and strategy development and provide customer feedback on services, through the application of best practice research methods and techniques in order to improve and add value to service delivery, including improved value for money.
10. Deploy a range of specialist quantitative / qualitative methods and statistical analysis alongside the integration of multiple data sources to provide analytical insight into complex challenges faced by the Council and local communities.
11. Lead the Council’s response to national performance, intelligence and data agendas including the delivery of all relevant statutory reporting, ensuring compliance with statutory data returns in line with required quality standards and reporting timescales to government and other regulatory bodies.
12. Lead the Council’s response to non-statutory data returns at a national or regional level.
13. Be continually aware of national / regional policy developments, in relation to both statutory and non-statutory performance, intelligence and data agendas.
14. Contribute to and provide support to the development of the Council’s performance management framework, target setting and wider performance management processes.
15. Ensure the effective development, maintenance, and update of all relevant internal and external data systems, whilst utilising and developing effective analysis, visualisation and reporting tools (SQL, SSRS, Power BI, Business Objects) to provide robust and high-quality performance and business intelligence data and reports.
16. Liaise closely with Directorates, Departments and Services to continually identify their ongoing data needs so as to better support decision making processes, whilst working closely with them to support them in understanding and using performance and business intelligence data in their day-to-day decision making.
17. Support services to commission external consultancy to a high level of professional competence and ensure required and effective outcomes are achieved and value for money.
18. To provide performance management reports and information to the council’s officers, Elected Members partners and other stakeholders.
19. Assist and support the development of protocols and processes that allow the creation and distribution of Power BI dashboards tailored to meet the needs of specific audiences across the Council to enhance data driven decision making.
20. To co-ordinate and prepare data and information to support external inspection.
21. Support the production of the Council’s Strategic Needs Assessments.
22. Support strong data quality standards in line with the Council’s data quality Policy, ensuring data quality issues are detected, reported, escalated where necessary, and proactively resolved.
23. Ensure legal requirements are met including Data Protection and data sharing agreements with other agencies in conjunction with the IG team.
24. Deliver presentations on performance and data to Elected Members, Council Officers, partners and other stakeholders.
25. Represent the Service at relevant Council forums and working groups when required.
26. Represent the Council in external networks and groups relating to business intelligence, data and performance. Regularly benchmark against other councils approaches to performance and business intelligence and ensure best practice in local work.
27. Establish a close working relationship within the service with the Data Analysts and where required supervise and oversee the work of the identified staff undertaking data analysis and support functions.
28. Work alongside finance colleagues to provide information which drives value for money.

**Relationships**

Within the organisation

* Executive Directors. Directorate / Department Senior Management Teams, Assistant Directors and Heads of Service, Finance staff, and Elected Members.

At a borough level

* All key partnership agencies and stakeholders, including Merseyside Police, St Helens Cares and CCG, Schools and Colleges, the Voluntary and Community sector, care providers, residents and the wider local community.

At a regional / national level

* Relevant national regulators and Government Departments, relevant national and regional local government networks, and relevant regional bodies and forums.

**Generic responsibilities**

* To contribute to ensuring the function’s business targets are met, in accordance with best practice, to agreed specification, and with full compliance with health, safety, professional standards, statutory and other relevant legislation.
* Supervisory responsibility for temporarily assigned or shared employees within the Performance, Strategy and Information Management Team, including on the job training or allocation and checking of work for quality and quantity.
* Responsibility for the day-to-day supervision of Data Analysts.
* To represent the Council at corporate, regional and other meetings and forums as directed by the Head of Service.
* To work collaboratively with Council colleagues as and when required.
* Lead by example and behave in accordance with St Helens accountabilities framework and the Council’s Code of Conduct a fundamental aspect of which is the “Seven Principles of Public Life”.
* To comply with the Council’s Policy Framework.
* To ensure employee compliance with the Council’s Policy Framework.
* To undertake training and development as required.

**This post is/is not subject to Disclosure.**

**This post is/is not Politically Restricted in accordance with the Local Government and Housing Act 1989 (as amended).**

**The details contained within this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult the post holder/s at the appropriate time.**

**Date Prepared: August 2022**