

Job Description

Management Information Analyst (CSC)



Service/Team: Performance, Governance & Systems
Reports to: Children's Social Care Performance Manager
Responsible for: n/a
Number of posts: 1 (fixed term for 2 years)

My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by ensuring integrity and availability of the digital data we hold about them, enabling frontline services to work more effectively in responding to the needs of customers and providing decision makers with the required insight.

Job Overview

To work within a busy Performance & Intelligence team with a particular focus on Children's Social Care. Responsible for the day-to-day support of the data products and visualisations, internally to the council and in partnership across the relevant public sector as required. To provide development and maintenance of data models and visualisations, incident management and user support.

To collaborate with key stakeholders across the Council including Team Managers and colleagues within Children Social Care, colleagues in the Children's Services Performance, Governance & Systems Service, Data and Analytics Service and external partners/services to gather and analyse data and evidence that will support the Children's Social Care direction of travel.

You will be responsible for ensuring that the data held and utilised across the case management systems is accurate and reliable. In addition, you will support the Children's Social Care performance team with statutory requirements, any forthcoming Ofsted inspections, and BCP Council's ongoing transformation journey.

You will be reporting into the Children's Social Care Performance Manager.

Key Responsibilities

- Provide specialist knowledge of data/systems/databases, giving guidance, advice and support to colleagues and partners so that they can use and exploit the resources available and help to tailor reports or analysis to their specific business need.
- Maintain and enhance robust processes and systems for the collection and reporting of management information and data within the organisation and with partners, to improve the quality and availability of information.
- Monitor the quality and validation of data to ensure that managers are able to evidence information that may have substantial implications for service provision, and identify risks with current data storage and use, so that lessons can be learned and risk of future breaches minimised.
- Identify and implement data quality/process improvement tasks, benchmarking of performance, and projects to ensure data and services are of high quality and to create more effective ways of working.
- Undertake specialised analytical support activities, producing portfolios of reports/business cases on trends and issues, to assist colleagues and partners in business processes such as decision making, business planning, or statutory returns.
- Proactively offer advice, support and coaching to data and system users, so that staff are competent in using data systems and processes, and good data governance is present and practised in the department.
- Build relationships and consult with system and data users/partners/suppliers to provide advice, enable sharing of information, promote the uses of the data systems, and to resolve issues, so that data and related systems are used to enhance and support service provision.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

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Job Description

- Guide and supervise teams responsible for collecting, storing, and processing data, so that they continue to meet the management information and data needs of the department or business unit, and have an appropriate escalation point for more complex analysis or queries on data.

Knowledge and Skills

- Appropriate IT/training qualification at degree level or equivalent.
- Excellent knowledge of Microsoft Office including advanced Excel skills and the ability to draw analysis and reports.
- Advanced knowledge of the processes and regulations relating to data protection.
- Knowledge of project and change management principles, techniques, and how to apply them.
- Experience of managing and analysing highly complex and sensitive personal data and producing and presenting clear summary information.
- Experience of query building in databases, data quality, and producing management information reports from data systems.
- Ability to work independently within a department or business unit, planning ahead for upgrades and developments, and responding to requests for support.
- Ability to translate technical concepts and information into more accessible language for non-specialists, and to inform and generate acceptance in others around technical solutions to business requirements.
- Experience of interpreting data and producing and presenting clear summary information.
- Ability to work independently within a department or business unit, planning ahead for upgrades and developments, and responding to requests for support.
- Ability to translate technical concepts and information into more accessible language for non-specialists, and to advise and guide others or to generate acceptance around technical solutions to business requirements.
- Ability to present and explain data analyses and reports to senior officers, giving both formal and informal presentations.
- Understanding of reports development using Power BI.
- Good communication skills and customer stakeholder management
- Being innovative, creative, a logical thinker, good problem solver and thinking outside of the box all helps

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