

Role profile

Job Title:	System and Data Analyst	Grade:	10
Department:	Adults' Social Care	Post no.:	66009
Directorate:	Children's, Adults and Public Health	Location:	Perceval House min 2x days per week.

Role reports to:	Operational Data Lead
Direct reports:	Information and Records Apprentice, Performance Data Apprentice Business and Records Analyst
Indirect reports:	

Job description

Purpose of role

To provide timely, accurate analysis and interpretation of qualitative and quantitative business intelligence necessary for the Directorate to make timely, relevant, and strategic decisions for existing and future services.

This role will support the wider quality assurance and performance framework in the Adult Social Care Directorate. The role would:

1. Work in close collaboration with the Operational Data Lead and Senior Performance Analyst, contributing to the development of an insight and intelligence culture throughout Adult Social Care.
2. Support with the development and delivery of business intelligence products such as dashboards.
3. Support Adult Social Care with local implementation of the Corporate IT strategy.

Key accountabilities

1. To produce in-depth analysis, comparisons, and interpretation of complex data sets from several information sources to ascertain levels of compliance with national and local performance targets.
2. To produce and present benchmarking information that supports the Directorate to understand its performance and evaluate potential risk and options for future action.

3. To design, develop and maintain insightful performance management information, and trend data, using visualisation tools that supports operational managers to understand activity and their associated impacts on budgets.
4. To work collaboratively with managers to make better use of data and insights to support Council, Directorate and partners strategic and operational service delivery decisions and improve service delivery for our residents.
5. To lead on producing and analysing national, service user and carer surveys, ensuring returns are accurate and national deadlines for submitting surveys are met.
6. To contribute towards producing accurate and timely data submissions to NHS England, Department of Health & Social Care and other government departments to agreed timescales.
7. To proactively promote data quality and the use of accurate management information. This will include regularly identifying and assessing data system quality issues and conducting briefings or training sessions as appropriate.
8. To provide equalities monitoring, freedom of information requests and ensure compliance with data protection and governance procedures.
9. To contribute as required to change programmes within the service.
10. Keep abreast of latest thinking, new trends and developments in areas of expertise and implement or act accordingly.

Key performance indicators

- Department of Health Client Level Data (CLD)

Key relationships (internal and external)

- Senior Leadership Team
- Business Services Group
- West London Alliance and Health Partners
- External suppliers/consultancies
- Corporate Performance Team
- MARCOMMS

Authority level

- Managing staff performance and development
- Meeting agreed service standards and quality.

Person specification

Candidates please address the criteria marked with () only in your application. Please give examples**

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. (**) Knowledge and understanding of social care
2. (**) Understanding of research and statistical analysis techniques
3. (**) Experience In using management information systems and the ability to fully understand the interfaces between such systems and local databases.
4. Experience In developing and delivering practical, innovative and creative approaches to analysis and insight.
5. (**) A high level of data literacy used in a business environment, including producing regular performance information for business purposes.
6. (**) Experience in working on a variety of large datasets – being experienced in understanding, analysing, and interpreting data; spotting and resolving issues and presenting the data in the most suitable format for the audience.
7. (**) Experience of using coding tools to manipulate and analyse unstructured and structured datasets.
8. Advanced MS Excel skills
9. (**) Highly skilled at using business intelligence tools such as Power BI, SSRS, and other SQL tools to extract, process and present data and insight.
10. Strong analytical and numerical skills, including applied knowledge to best practice statistical methods.
11. Ability to communicate both orally and in writing to a good standard.
12. (**) Ability to manage and constantly re-prioritise a varied workload.
13. Experience of managing/supervising staff
14. (**) Proactive self-starter with the ability to work as part of a team and independently using own initiative.

Essential qualification(s) and experience

1. Relevant professional qualification or equivalent practical experience of working in a data analyst role.
2. Data Science or Apprenticeship qualification

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they'll do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards