

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Intelligence Analyst	Grade: PO3
Section: Transformation	Directorate: Culture and Leisure
Responsible to following manager: Head of Arts, Parks and Events	Responsible for following staff: n/a
Post Number/s: TBC	Last Review Date: January 2025

Working for the Richmond/Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The post holder will be responsible for leading on the provision of efficient and effective data analysis and insight, which informs the business of Richmond and Wandsworth councils and its key partners. The person will work closely with heads of services and teams across Culture and Leisure.

The Culture and Leisure Division has ambitious plans to ensure they can meet the needs of local residents and businesses through efficient and effective service delivery. Working across leisure, museums, libraries, parks, open spaces, and playgrounds, the Intelligence Officer will provide specialist support to help the division monitor and demonstrate its progress and impact in achieving this.

Using data analysis, the Intelligence Officer will enhance data monitoring, reporting, and insights through the implementation of automated technical solutions. Additionally, they will offer business analysis to improve services. The Intelligence Officer will also develop and implement strategies for



data-enabled decision-making, collaborate with others in the division to identify and address data needs, create and manage automated dashboards for real-time performance tracking.

Specific Duties and Responsibilities

To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.

To contribute as required to performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the service and innovative and creative solutions are evaluated to securing quality and value for money.

Apply tools and techniques for data analysis and data visualisation (e.g., PowerBI, R, Python, Infographics).

Manage, clean, abstract, and aggregate data alongside a range of analytical studies on that data. Perform data preparation and cleansing.

Manipulate and link different data sets.

Summarise and present data and conclusions in the most appropriate format for users. Use the most appropriate medium to visualise data to tell compelling and actionable stories relevant for business goals. Present, communicate, and disseminate data appropriately and with high impact.

Learn and apply various project management and business analysis tools and techniques to data projects.

Identify problems in raw data, data processes, data products and services, with an understanding of the level of a problem and its impact on analytical products. Develop and implement of remedies and preventative measures.

Produce accurate and clear results. Develop and apply quality assurance, validation, and data linkage abilities. Demonstrate understanding of basic data issues and check that the data and analysis looks right. Able to ensure data for analysis fit for purpose and understand the context of the data.

Demonstrate an eagerness to learn and develop, including but not limited to learning concepts of statistics, coding, data management, quality assurance, business analysis, project management, data science techniques, mapping etc.

To become a subject expert for intelligence analysis in the field of Culture and Leisure (leisure facilities, playing pitches, parks and open spaces, libraries, museums, cemeteries, crematoriums, and registrars).

To log data and information sources from routine and ad-hoc sources.

To assess, interpret, and evaluate data and evidence.

To document, explain and justify the analytical approach or evaluation framework undertaken.
To respond to and prioritise ad-hoc information requests received.

To provide the intelligence that informs service reviews and the challenge to managers to secure service improvement.

Develop and maintain good working relationships with internal and external stakeholders and work with them to understand their requirements. Provide advice and high-quality analytical products that inform service reviews, service improvement and changes, policy development and understanding of client and population need.

Maintain effective record and documentation of work to support business continuity.
Adhering to the Richmond and Wandsworth Council's data security, access, and ethics policies.

Additional tasks to support the Culture and Leisure division as assigned.

Key success criteria include:

- Ability to lead areas of analysis and projects, with minimal levels of supervision.
- Anticipates pressure points and potential problems and takes appropriate action without having to be instructed on every occasion.
- Able to carry out the full range of duties with minimal supervision and demonstrating initiative.
- Prepares reports for members and presents findings.
- Discover and understand the strengths and limitations of new data sources and incorporate them into analytical products.
- Able to present and communicate findings, data issues and recommendations to range of audiences including elected members, Directors, and senior managers.

Generic Duties and Responsibilities

To understand both Councils' duties and responsibilities for safeguarding children, young people, and adults as they apply to the role within the council.

The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.

To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.

To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems

To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.



To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.

The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

There will be requirements for some out of hours working to attend committee or other community meetings.

Hybrid / Flexible working supported but the nature of the role will require significant on-site presence.

Current team structure

This role would be a part of the Culture and Leisure Division, reporting to the Head of Arts, Parks and Events. The wider structure is being finalised and will be updated here in due course.

Person Specification

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Our Values and Behaviours

THINK BIGGER
EMBRACE DIFFERENCE
CONNECT BETTER
LEAD BY EXAMPLE
PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of a wide range of industry standard techniques for analysis of research data and synthesis of findings and their application in a variety of scenarios.	E		A/I/T

Detailed knowledge of data governance and how it works in relation to other organisational governance structures	E		A
Experience	Essential	Desirable	Assessed
Substantial experience of producing, comparing, reverse engineering and applying different data model types using industry-recognised data-modelling patterns and standards.	E		A/I
Experience of leading business relationship management arrangements, facilitating communication between technical and non -technical stakeholders to identify business requirements for reporting and analytics products	E		A/I
Experience of scoping and overseeing the design and delivery of new products to meet business requirements including documentation and user acceptance testing.	E		A/I
Experience of setting up systems, processes and standards for collecting, preparing, cleansing, quality assuring and assessing data for analytical purposes, including peer reviewing the work of others.	E		A/I
Experience of leading and overseeing the application of information governance policies, data protection principles and safeguarding frameworks.	D		A
Substantial experience of successfully managing and delivering projects or programmes	E		I
Advanced analytical and numerical skills, including applied knowledge of a range of statistical methods and in-depth knowledge in a statistical specialism	E		A/I
Ability to use Microsoft PowerBI and Excel to tell compelling and actionable data stories through a variety of media.	E		A/I/T
Substantial experience of report development using SQL based tools, R and Python.	E		A/I
Qualifications	Essential	Desirable	Assessed
An advanced relevant professional qualification or substantial practical experience of working in a data analyst role, demonstrating an ability to work with complex datasets and advise others on techniques and practice	E		A

A – Application form

I – Interview

T – Test

C - Certificate