**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Data and System Analyst | **Grade**:  PO2 |
| **Section:**  Adult Social Care | **Directorate:** Adult Social Care & Public Health |
| **Responsible to following manager:**  Refugee Services Programme Manager | **Responsible for following staff:**  N/A |
| **Post Number/s:**  TBC | **Last review date:** |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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**

To develop, implement and maintain a data system that accurately and efficiently captures the data of sanctuary-seeking residents in order to deliver the highest quality support and services and empower people to thrive in the community.

Initially this will involve assessing and collating current datasets and pathways, working with colleagues to identify an enhanced and centralised solution and subsequently supporting staff to utilise the new system. The following phase will involve data analysis for the purpose of reporting and service improvement.

**Specific Duties and Responsibilities**

1. To review current data sets used by different teams using different software and collate into one centralised and standardised data set.
2. To evaluate different customer management systems and identify the most appropriate for the team’s needs.
3. To develop a new customer management system using multiple data sources which require enrichment.
4. To use a programme management approach to monitor and drive progress in implementing a new data system.
5. To maintain the customer management system and identify opportunities for continuous improvement.
6. 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.
7. To find solutions and communicate them appropriately.
8. To build relationships with colleagues and stakeholders in order promote best work practice and data-sharing.
9. To support other departments in the SSA in recording data on sanctuary-seeking residents who use their service.
10. To lead on producing 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.
11. 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.
12. To be responsible for working 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.
13. To contribute towards producing accurate and timely data submissions to Department of Levelling-Up, Housing and Communities.
14. To work closely with the Finance Officer to maintain accurate records of payments and financial transactions.
15. To provide equalities monitoring, freedom of information requests and ensure compliance with data protection and governance procedures.
16. To contribute as required to change programmes within the service.
17. 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 function and innovative and creative solutions are evaluated to securing the highest quality and value for money function.
18. Keep up-to-date with policy and developments in areas of expertise and implement or act accordingly.
19. Lead on short projects in line with changing requirements and priorities of the councils.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, 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 role within the council.
* 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.

**Team structure**



**Person Specification**

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| --- | --- |
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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** |
| Knowledge of various customer management software | **Y** |  | **A/I** |
| Understanding of research and statistical analysis techniques | **Y** |  | **A/I** |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| In using management information systems and the ability to fully understand the interfaces between such systems and local databases. | **Y** |  | **A/I** |
| In developing and delivering practical, innovative and creative approaches to analysis and insight | **Y** |  | **A/I** |
| A high level of data literacy used in a business environment, including producing regular performance information for business purposes. | **Y** |  | **A/I** |
| 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. | **Y** |  | **A/I** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Advanced MS Excel skills | **Y** |  | **A/T** |
| Highly skilled at using business intelligence tools such as Power BI, SSRS, and other SQL tools to extract, process and present data and insight. | **Y** |  | **A/I** |
| Strong analytical and numerical skills, including applied knowledge to best practice statistical methods. | **Y** |  | **A/I** |
| Ability to communicate both orally and in writing to a good standard | **Y** |  | **A/I** |
| Ability to manage and constantly re-prioritise a varied workload | **Y** |  | **A/I** |
| Proactive self-starter with the ability to work as part of a team and independently using own initiative | **Y** |  | **A/I** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| Relevant professional qualification or equivalent practical experience of working in a data analyst role. | **Y** |  | **A/I** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**