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

**Job Description**

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| --- | --- |
| **Job Title:**  Analyst Support Officer | **Grade**:  SO1-SO2 |
| **Section:**  Policy, Performance, Analysis and Communications | **Directorate:**  Chief Executive’s Group |
| **Responsible to following manager:**  Insight and Analytics Manager | **Responsible for following staff:**  **n/a** |
| **Post Number/s:** | **Last Review Date:**  May 2021 |

**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**

The postholder will be supporting the work of intelligence analysts and data scientists by extracting, cleaning, and summarising data. The postholder will also be writing reports, maintaining, and updating analytical products and responding to requests for data and information. The postholder will work closely with intelligence analysts in the team and across the council to support the delivery of Insight and Analytics Team’s work plan and contribute towards advancing data and analytics across the SSA.

**Specific Duties and Responsibilities**

1. Support the work of data scientists and intelligence analysts by carrying out analytical tasks as directed.
2. Identify and collect data from a range of systems and sources to conduct and support completion of analytical tasks.
3. Manage, clean, abstract and aggregate data alongside a range of analytical studies on that data. Perform data preparation and cleansing.
4. Manipulate and link different data sets using your own skills and as directed by intelligence analysts or data scientists.
5. 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.
6. Present technical and analytical information in non-technical language and understand what type/style of communication is required for internal and external stakeholders.
7. Become familiar with organisational data governance, privacy, security, and ethical data use and ensure work carried out in accordance with these.
8. Become familiar with and apply project management tools and techniques to data projects.
9. Update routine reports and products (e.g. dashboard), and assist with the upkeep and updates of the council data websites DataRich and DataWand.
10. 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. Contribute to the implementation of remedies and preventative measures.
11. 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.
12. Demonstrate curiosity and apply an analytical mindset when approaching analytical problems.
13. Develop good working relations and collaborative arrangements with internal and external stakeholders.
14. Provide analytics support towards products such as annual reports, needs assessments, strategic assessments, service reviews etc.
15. Demonstrate an eagerness to learn and develop, including but not limited to learning concepts of statistics, coding, data management, quality assurance, project management, data science techniques, mapping etc.
16. Contribute to clarify and scope analytical requirements with clients, including objectives and outputs, before developing analysis plans and analytical products .
17. Ability to advise others on strengths and weaknesses of different datasets and statistics
18. Plan and prioritise own workload in order to meet deadlines, changing planned activities in response to changing circumstances.
19. Apply tools and techniques for data analysis and data visualisation (e.g. PowerBI, Infographics).
20. Additional tasks to support the Insight and Analytics Team vision as assigned

**Generic 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 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 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.

**Additional Information**

* Due to the nature of the analytical work, there will be occasions when it is necessary to attend and present at meetings outside of the Department, in the evenings and to a public audience.
* Postholder will be expected to work flexibly across two locations (Wandsworth Town Hall and Richmond Civic Centre).

**Progression Criteria to SO2**

* Ability to conduct analytical work with minimal supervision
* Understanding of key public health, community safety, ONS and local government data sources and keep up to date with new releases.
* Able to develop automated analytical solutions, through coding, to speed up the analytical and update process
* Demonstrate improved technical ability in data analysis, data management and communication of analytical findings.
* Demonstrate coding skills e.g. SQL, R or Python

**Current 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.

| **Person Specification Requirements** | **Assessed by**  **A**  **&**  **I/ T/ C (see below for explanation)** |
| --- | --- |
| **Knowledge** | |
| Basic statistical concepts and processes (e.g. averages, distributions, confidence intervals, statistical significance). | A/I/T |
| Analytical approaches and techniques, such as comparative analysis (e.g. ranking), trend analysis (e.g. trend lines), standardisation techniques (e.g. calculating rates). | A/I/T |
| Data presentation (e.g. tables, charts, dashboards, infographics) | A/I/T |
| Knowledge of data sets relating to one or more of the following: health / social services, crime, socio-economic, housing, or children’s services, population (desirable) | A/I |
| Awareness of data security and information governance and GDPR (desirable) | A/I |
| **Experience** | |
| Previous experience of data analysis | A/I |
| Experience working within local government, NHS or other public sector bodies (desirable) | A/I |
| Experience of presenting information in tables, charts or infographics | A/I |
| Experience working with internal or external partners to scope and deliver work | A/I |
|  |  |
| **Skills** | |
| Good communications skills, both written and verbal | A/I/T |
| Able to engage with people partners and organisations at all levels | A/I/T |
| Conveying highly complex or technical material to non-technical audiences | A/I |
| Highly numerate with skills in the analysis and interpretation of data | A/I/T |
| Ability to organise and prioritise own workload, within defined requirements for the role. | A/I |
| Ability to work independently and as a member of a team | A/I |
| Ability to clean, analyse and summarise data | A/I/T |
| Ability to check and quality assure own work to ensure production of accurate findings | A/I/T |
| Significant IT literacy   * Advance MS Excel skills * Proficient in using MS Outlook, MS Word and MS PowerPoint * PowerBI (Desirable) | A/I |
| **Qualifications** | |
| Educated to degree level in a related subject area or equivalent through work experience | A |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**