

LONDON BOROUGH OF LAMBETH

JOB DESCRIPTION

Job Title:	Business Analyst Manager (YJS)
Grade:	PO5
Directorate:	Children's Services
Division:	Youth Justice Service
Responsible to:	Assistant Director Youth Justice & Partnerships
Responsible for:	Up to 5 members of staff including Data & Performance Officer & Business Support Officers

Main purpose of job

To make efficient use of ICT systems to provide data to enable performance to be managed and improved across the Youth Justice Service (YJS) and to provide professional expertise in the collection, collation, analysis and interpretation of data.

The Business Analyst Manager is responsible for assessing the Council's potential data sources, both internal and external, and designing a plan to integrate, centralise, protect and maintain them to provide business benefits to the YJS Service.

The role of the Business Analyst Manager is to ensure the YJS has well-organised and provisioned processes, systems and resource to access the increasing levels of data available. This will enable YJS to access critical data in the right place, at the right time, to support council operations and to assess levels of resources required. The intention is to increase business intelligence and reduce data 'overload' through easier access to reliable, high quality data.

They have significant autonomy in their own area of expertise and are expected to work without routine supervision. They plan and monitor their own work as agreed with their line manager.

To ensure reports are created, written and built to effectively extract data from key systems in the YJS and to integrate with wider Children's Services as appropriate, to develop this function.

To be responsible for managing a team of Business Support Officers and the Data & Performance Officer who undertake the day to day operational activities relating to business support activities in local service areas. The post holder will monitor tasks, review performance as required to ensure the performance of the team in line with targets as well as managing and motivating Business Support Officers and Data & Performance Officer to ensure effective delivery of customer focused services on time and within budget.

To work collectively and collaboratively with Managers and Officers within the Youth Justice Service, Central Performance Service and wider stakeholders both internally and external from the Council to deliver a coherent approach to policy, performance and service improvement.

The post holder has no budget responsibility.

Duties

This job description is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role, such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

1. To develop and produce complex reports from information systems to enable performance within the YJS to be managed and improved.
2. To work with the Data and Performance Officer across YJS to analyse, evaluate and report on data from information systems.
3. To oversee the allocation and co-ordinate work carried out by Business Support Officers, ensuring resources are used in a flexible way
4. To solve information problems through identifying better ways of using data from information systems.
5. To identify enhancements in data provision to assist the Assistant Director Youth Justice & Partnerships and Youth Justice Partnership Board to manage and improve performance and service delivery.
6. To develop good working relationships with the Assistant Director Youth Justice & Partnerships, Senior Managers and Officers across the Council and external partnership to identify information needs to support the improvement journey.
7. To support strategic planning and performance management in the Directorate by attending and participating in strategic governance meetings as the Data Specialist, team and directorate meetings, helping to discover ways to deliver services more effectively.
8. To take a leadership role in the inspection preparation and implementation process, liaise with inspectors as and when required and to brief staff, collate evidence, analyse the report and respond.
9. To take a leading role on Data projects work as appropriate to the changing requirements of the service and follow this through to implementation.
10. To maintain a working knowledge of information systems such as but not limited to; Childview and AssetPlus.
11. To create, maintain and support reporting and case management software and to oversee and project manage the rollout of any new IT system relevant to YJS.
12. Act as systems administrator lead for the ChildView/AssetPlus (Youth Justice Information System) data bases, ensuring all staff can access the data base and to plan and co-ordinate all upgrades with minimal disruption to service delivery.
13. To work with ICT/Procurement and other key stakeholders to identify and develop the most appropriate reporting software, undertaking a commissioning tender where necessary and implementation of the new product.

14. Responsible for ensuring data sharing agreement is up to date and being adhered to with both internal and external partners and having regard for data protection legislation.
15. To work with officers across the council to identify proposals for changes to key systems and get changes implemented in order to improve the use of these systems.
16. To provide expertise in data quality, handling, analysis, interpretation and presentation, including statistical techniques.
17. To work with managers and staff by providing expertise in data quality, analysis, interpretation and presentation. By raising their awareness of poor data quality, finding creative solutions to improve data quality, and providing support/training to enable data quality to be sustained.
18. To produce reports from systems, manage and deliver an annual programme of data collection, collation, information quality activities, analysis, interpretation and presentation, introducing fresh thinking and new methods where necessary.
19. Responsible for the day to day line management of up to five staff, to motivate and support them to deliver the key objectives of the service.
20. To ensure the YJS meets the requirements of Data Protection, Freedom of Information legislation, and is the SPOC for any FOI request or Subject Access request.
21. Carry out all duties in accordance with the London Borough of Lambeth's Equal Opportunities policy, actively promoting equality and seeking to prevent and overcome disadvantage and discrimination.
22. The post holder will participate in the Councils appraisal scheme, take responsibility for the implementation of own Personal Development Plan and continued professional development in those areas relevant to their role and will ensure that the same process is undertaken to all line managed staff.
23. On occasions work in the evening or at weekends.
24. Carry out all duties in accordance with current health and safety legislation.

Competency-Based Person Specification

Data Analyst Manager (PO5)

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			Short-listing criteria
Qualification	Q1	Educated to degree level and / or a relevant professional qualification and evidence of continued professional development	A✓
Key knowledge	K1	Knowledge and understanding of the criminal justice legislation and/or child protection and safeguarding.	A
	K2	Knowledge of the Youth Justice Service, and wider Children Services and how IT systems and management information support service delivery in order to reduce reoffending reduce first time entrant and use of custody.	A✓
Experience	E1	Comprehensive experience of operating in a data quality and data management position	A✓
	E2	Advanced experience of data analysis and be proficient in packages such as SQL, Power BI and Excel	A✓
	E3	Experience of developing performance analysis mechanisms	
	E4	Ability to recognise how individual projects contribute to the overall vision and the need to involve and gain commitment from other stakeholders.	A
	E5	Ability to lead, advise and challenge officers	
	E6	Experience of interpreting complex data and producing comprehensive reports for a wide range of audiences.	A✓
	E7	Experience of training or coaching others in the use of ICT packages and programmes.	
	E8	Experience of using software to extract data from databases.	A✓
	E9	The ability to work in a changing, public sector environment with changing performance indicators and measures to monitor outcomes.	

	E10	Experience of line managing staff	
Other Requirements	R1	Able to work outside normal office hours including evenings and weekends.	
	R2	This post is subject to an enhanced DBS check.	
Key Behaviours	B1	Focuses on People is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. It's about ensuring we have the right processes in place.	
	B2	Takes Ownership is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.	
	B3	Works Collaboratively is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.	
	B4	Communicates Effectively is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.	
	B5	Focuses on Results is about ambition and achievement. It's about orienting ourselves towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better.	