

Role Profile

Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Data & Analytics Lead
Grade	PS9	Reports to (role title)	Data Operations Manager
		Directorate	Resources
JE Band	314-370	Service/Department	People & Change / Data Operations
		Role Profile creation date	Mar-24

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To provide the analysis of complex statistical and business data to inform strategic business planning and for the development of specific service strategies. Develop effective and efficient systems and methods for the timely collection, processing and dissemination of statistics in accordance with legislative requirements and relevant statistical Codes of Practice.</p> <p>Build trusted relationships with stakeholders in order to influence management practice and behaviours, and interpret customer business needs into application and operational requirements. Communicate with impact, making complex things clear to enable a way forward in line with the people strategy and system requirements.</p> <p>To lead and develop the team, ensuring the delivery of a high quality and efficient service, and to help drive continuous improvement within both customer service and cost-effectiveness e.g. assimilating new technologies and business practices. To ensure best practice is shared across the team and to establish consistency and efficiency. To contribute to performance management and business planning processes.</p> <p>To lead and assist in the delivery of key projects and programmes specifically related to the strategic organisational change, ensuring that they are completed within required timescales, and that relevant policies are adhered to.</p> <p>Provide insight for analysis, reporting solutions, dashboard prototyping and development to meet business requirements. Provide information and expert support to managers on how to interpret and utilise data and reports effectively.</p> <p>To provide datasets to analysts in the services using FME, SQL scripting, and the results of SSIS. To develop dashboards and visualisations using Tableau and effectively support the platform.</p> <p>To source and bring together internal and external data sets, identifying trends and gathering insights to tell compelling stories for a range of audiences. Working collaboratively with colleagues across People & Change and the wider organisation, this role will turn horizon scanning and operational data into strategic insights to inform the delivery of our workforce strategy and demonstrate impact.</p> <p>They will be expected to organise their own workload and set their own priorities in line with Service needs, including complex and confidential work and will be fully versed in SCC procedures.</p> <p>The post holder will proactively problem solve and escalate issues that may arise as well as developing excellent relationships with key stakeholders. They will also be required to identify common practice issues and data errors and support in resolution.</p>
Work Context	<p>The Data Operations function spans the operational areas of People & Change and the Data & Analytics Lead will work in the following area:</p> <ul style="list-style-type: none"> • Management Information and Business Analytics team extract, transform and provide workforce related information to aid in the delivery of statutory and management reports. Supporting ad hoc information requests, organisational Freedom of Information requests, as well as monthly workforce reports.
Line management responsibility if applicable	May have line management responsibility for a small team.
Budget responsibility if applicable	None

Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> • Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within specific parameters to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May assist with budget/resource management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. <p>People Management</p> <ul style="list-style-type: none"> • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> • Operate as an individual responsible for the delivery of a high level/complex service. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Ability to work on own initiative, with solution focused problem solving skills. • Ability to manage a range of projects through to completion. • Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Advanced (technician) IT skills e.g. FME, Tableau, SQL (elements of Python) • Ability to interpret customer business needs into application and operational requirements • Understanding the importance of GDPR and working with sensitive data • Strong knowledge of ERP systems, data structures and integration points • Experience of business analysis in large scale organisations and of using business analysis management tools and methodology • Experience provisioning data in a proactive manner to ensure the data community have access to the data they need and quickly • Experience of assimilating new technologies and ways of working. • Excellent communication skills, both verbal and visual. • Understanding of concepts and principles of effective business analysis and visualisation of data through MI • Experience of developing and managing business processes and systems • Considerable experience of delivering business improvements and new ways of working through the use of Data and Analytics Platforms and initiatives • Experience of leading and directing more junior members of a team

Role Summary	Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.
Reference Number	BM-2024-078

Copyright © 2019 Surrey County Council