

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Data & Analytics Engineer
Grade	PS8	Reports to (role title)	Data & Analytics Lead/Data Operations Manager
		Directorate	Resources
JE Band	269-313	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>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 Engineer 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 be required to oversee junior team members
Budget responsibility if applicable	None

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation's current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Assist budget/resource management in accordance with the organisation's policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. <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. • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> • Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. • Oversee the work of others as the most experienced team member. <p>And/Or:</p> <ul style="list-style-type: none"> • Operate as an individual maintaining and improving operational efficiency and quality of service of own area. • May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff. <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 work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Educated to 'A' level standard, or able to evidence ability at an equivalent level. • Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Excellent IT skills. • Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. • High level administrative/organisational and analytical skills. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). • Experience of leading a team (where appropriate).
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<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 • 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

Role Summary	Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.
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