

Role Profile

Grade & Structure Information

Job Family Code	9BF	Role Title	Information Analyst
Grade	PS9	Reports to (role title)	Business Intelligence Manager
		Directorate	Adult Social Care
JE Band	314-370	Service	Commissioning & Operations
		Team	Business Intelligence Team
		Role Updated	Oct-17

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	To support the delivery of performance and quality frameworks by undertaking needs analysis, developing performance monitoring and reporting systems and working on service development projects. The Information Analyst will support the development of data visualisation tools and assist social care teams to manage performance. They will contribute flexibly to the overall requirements of Adult Social Care, Public Health and the Council.
Work Context	<p>The Business Intelligence Team lies at the heart of the Adult's Social Care Directorate's strategic decision-making process. The team provides a dynamic, flexible and responsive service across the Directorate.</p> <p>The team is responsible for delivering the ASC Statutory framework and links with national policy makers, the Department of Health, Skills for Care and ADASS. Leading regional data interpretation and insight to support service improvement across the South East.</p> <p>The Business Intelligence Team provides support to operational teams, commissioners, quality assurance and safeguarding. The team provides data, information and insight to improvement projects and is integral to managing analytics across a range of partners. The team contributes to the Joint Strategic Needs Assessment.</p> <p>Business Intelligence is a key enabler to support health & social care integration. The team is leading on data visualisation within ASC and takes an active role in the development of systems and reporting tools. The team promotes excellent IT skills.</p>
Line management responsibility	Will have line management responsibilities for a small team.
Budget responsibility	Influence on designated areas of Directorate budgets up to £500K. Jointly direct budgets with partner organisations.

Representative Accountabilities**Analysis, Reporting & Documentation**

- 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.

Service Delivery

- 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.

Planning & Organising

- 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.

Finance/Resource Management

- May assist with budget/resource management in accordance with the organisation's policies and procedures.
- May have delegated responsibility for a budget(s).

Work with others

- Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.

People Management

- 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.

And/Or

- Operate as an individual responsible for the delivery of a high level/complex service.

Duties for all

- Values: To uphold the values and behaviours of the organisation.
- Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.
- Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.

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"> • Understanding of the statutory Adult Social Care Outcomes Framework (ASCOF). • Ability to use analytical tools to understand complex data. • Up to date knowledge of national policy, with a particular focus on the Care Act 2014 and the health and social care integration agenda. • Creative, able to manage ambiguity and to persist when working in a challenging environment. • Able to work and travel across Surrey
Role Summary	<p>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.</p>

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