

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Data Analyst
Grade	PS7	Reports to (role title)	Contract Monitoring and Performance Manager
JE Band	228-268	Directorate	Adult Social Care
		Service	ASC Commissioning
		Team	Contract and Commissioning Support Service
		Date Role Profile was created	Feb-17

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>The role of the Data Analyst is support senior managers, partner organisations and other staff to determine the countywide commissioning priorities relating to one or more client group(s)</p> <p>Work with stakeholders to use supply market analysis, cost analysis, benchmarking and contract monitoring and performance reporting to inform the development and appraisal of commissioning options support intelligent commissioning of internal and external services with partners in order to achieve the improvement of service quality and value for money.</p> <p>The Data Analyst will be expected to deliver in the following areas</p> <ul style="list-style-type: none"> • To contribute to the performance improvement and service development within Contract Management; by leading on gathering, collating and contract monitoring information and data, and turning it into reports and presentations. • The role holder will manage the submission of data and information supplied by providers and partners and the circulation of reports and presentations to commissioners and Managers • They will work collaboratively with the Council's strategic partners to develop joint approaches to contract management information and act as lead officer for designated areas. • The role holder will develop proposals based on evidence, analysis and an assessment of impact, risk and resources, and contribute flexibly to the overall requirements of the Adult Social Care Directorate and the Council.
Work Context	Adult Social Care's Commissioning Support Service provides robust contract management, contract monitoring and business administration support to the directorate's commissioners. A countywide team, it provides a strategic perspective to some of Adult Social Care's biggest grants and contracts, and works closely with the a wide breadth of teams and area-based commissioners to ensure the directorate is achieving, through its commissioned services, the best value-for-money outcomes possible for its residents.
Line management responsibility if applicable	No formal line management responsibility but would be expected to motivate, develop, and manage staff, within and outside line management, to achieve the objectives of specified projects, within a culture of continuously improving performance.
Budget responsibility if applicable	Contribute to performance monitoring and review of Service budgets.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks 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"> • Maintain financial, and/or stock records, and review data to contribute to resource planning. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>People Management</p> <ul style="list-style-type: none"> • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. <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 maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as 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"> • Demonstrable experience of organising and manipulating large volumes of data, and the ability to identify emerging themes, trends and visualise them effectively. • Evidence of continuous training and personal development. • Evidence of excellent IT skills • Ability to problem solve with stakeholders, and identify when to escalate unresolved problems to managers. • Understanding of local government and national Adult Social Care frameworks • Understanding of performance management and reporting ideally with experience using Tableau • Presentation skills and experience in delivery of presentations. • Networker with a track record of positive relationships with officers and other stakeholders, or equivalent. • Authoritative and credible, with a commitment to delivering improvement in public service.
Role Summary	<p>Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services.</p>
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