Job Description

Job Title	Senior Corporate Business Intelligence Analyst
Directorate	Strategy and Change
Service Area	Strategy, Performance and Partnerships
Grade	8
Competency Level	2
Salary	£44,711 to £49,764
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A9973

Job Purpose

Liverpool City Council is committed to improving the lives of its residents through effective governance and strategic planning. Our mission is to ensure that the city's resources are used efficiently and equitably, fostering a thriving, sustainable, and inclusive community. As part of the Corporate Intelligence Team, the role of Senior Corporate Business Intelligence Analyst team plays a crucial role in supporting this mission by providing data-driven insights that inform decision-making across all levels of the Council.

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The Senior Corporate Business Intelligence Analyst will be responsible for the collection, analysis, and interpretation of data to support Liverpool City Council's strategic objectives. This role involves working with various departments to develop insights that drive operational improvements, policy development, and service delivery. The ideal candidate will have a strong analytical mindset, a deep understanding of data analysis tools, and the ability to communicate complex information in a clear and actionable manner.

Directly Responsible For:

Potential to be responsible for a team of analysts working on specific projects. Directing the work and outputs for significant projects across the council.

Directly Responsible To:

Head of Corporate Intelligence

Main Areas of Responsibility:

- **Directing significant analytical projects** for the council's improvement programme
- **Identifying areas for research** to improve service delivery
- **Data Analysis** - Analyse complex datasets to identify trends, patterns, and correlations that inform strategic decision-making. Use statistical methods and data modelling to forecast trends and assess the potential impact of policy and service changes
- **Co-ordinating the teams Reporting & Visualization capacity** - Develop and maintain dashboards, reports, and visualizations that provide actionable insights to stakeholders. Present findings to senior management, department heads, and other stakeholders, making data understandable and relevant to non-technical audiences

- **Collaboration & Support** - Work closely with departments across the Council to understand their data needs and provide tailored analytical support. Assist in the development and implementation of key performance indicators (KPIs) and other metrics to monitor service performance and improvement

- **Data Collection & Management** - Gather and consolidate data from various internal and external sources and systems to create comprehensive datasets. Ensure data integrity and accuracy through rigorous validation and quality checks

- **Continuous Improvement** - Identify opportunities for process improvements within the Corporate Intelligence service area and wider council. Stay updated with the latest developments in data analysis, business intelligence tools, and best practices

- **Compliance & Governance** - Ensure all data handling and analysis practices comply with relevant data protection laws and Council policies. Support the development and maintenance of data governance frameworks

Supervision and Management Responsibility:

- The postholder will be responsible for directing the work and output of a group of analysts in the Corporate Intelligence Team.
- There is potential for the postholder to directly manage members of the team

Budget and Financial Responsibility:

- The role includes a high degree of financial analysis and producing information that allows the council to manage its budget
- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The role requires high levels of focus and concentration
- The postholder will be working on ICT in an office based environment and required to sit stationary and use a computer for sustained period of time

Corporate Responsibility:

- Ensure delivery of the Council Plan and Liverpool 2040 plan
- Drive improvements and ensure accountability across the council
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 2.

The competency framework can be found here.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- A degree in a technical or other appropriate discipline <u>or</u> equivalent experience of working regularly with data or in an analytical setting (A)

Desirable

- Post graduate qualification in a related field
- Evidence of continuous professional development

Experience

Essential

- Proven experience driving business intelligence, data analysis, and work programmes in a public sector setting (A/I)
- Experience of using business intelligence to improve service delivery (A/I)
- Experience using data visualization tools (e.g., Power BI) and reporting software to an advanced level (A/I)
- Demonstrable experience in data management, including data cleaning, validation, and analysis (A/I)
- Understanding of data governance principles, including data privacy, security and ethical considerations (A/I)

Desirable

- Experience of geospatial BI tools to deliver geographical analysis
- Experience working within a local government environment.
- Knowledge of council services at the local level

Skills/Abilities

Essential

- Ability to analyse large datasets and extract meaningful insights to improve the delivery of public sector services (A/I)
- Attention to detail and a methodical approach to data analysis (A/I)
- Proficiency in SQL and database management and strong knowledge of statistical analysis tools (e.g., R, Python) (A/I)
- Excellent verbal and written communication skills, with the ability to present complex data in an accessible manner (A/I)
- Ability to work collaboratively with stakeholders at all levels, including non-technical colleagues (A/I)

Desirable

- Strong problem-solving skills and the ability to think critically
- Detailed experience of GIS systems
- Understanding of data warehousing concepts and ETL processes
- Knowledge of machine learning techniques and their application in data analysis
- Experience with cloud-based data platforms (e.g., Azure, AWS)
- Excellent interpersonal and team working skills with the ability to lead, motivate and inspire internal team members
- Excellent influencing, negotiation and persuasion skills to achieve change.
- Understanding of partner data and national datasets
- Strong organisational skills with the ability to manage multiple projects simultaneously

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Understanding and commitment to Data Protection and confidentiality when dealing with information
- Commitment to drive innovation and develop new ways of working to enhance the efficiency of managed projects to improve customer experience

Other

Essential

- High level of flexibility including working as part of the wider Corporate Intelligence team (A,I)
- Respectful, diplomatic, discreet, with understanding of confidentiality at all levels (A,I)

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