

Job Description

Job Title	LSCP Intelligence Analyst
Directorate	Children & Young People's Services
Service Area	Practice, Improvement and Development
Grade	6
Competency Level	2
Salary	£33,024 – £37,336
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A9329

Job Purpose

Carry out analysis across a wide range of information and intelligence (all forms of children's social care and data regarding performance, resources, service user/carers and workforce), produce reports with recommendations and take responsibility for communicating these within reports and presentations to management teams across the council and partners in order to drive performance improvements. The analyst will provide recommendations that take account of local, regional and national best practice.

Directly Responsible For:

Not Applicable

Directly Responsible To:

LSCP Business Manager

Main Areas of Responsibility:

- Responsible for analysis of a wide range of children's social care/corporate information and data – performance data, workforce data (LCC, partners, providers and voluntary) and resource data
- Required to complete, quality assure, report on and get sign-off on the relevant statutory and other government returns
- Must use the latest ICT and business intelligence systems to provide clear and cogent details of activity, quality and feedback in social care
- Will produce regular and ad hoc analysis reports including recommendations to inform management decision making to improve services and support
- Required to work closely with finance colleagues to provide information which drives value for money
- Expected to regularly deliver presentations to both operational team and management meetings to communicate analysis and recommendations
- Will inform service review and quality assurance checks based on analysis
- Will produce current, detailed reports on equalities information on the workforce, service recipients and the wider population
- Required to maintain expert knowledge of existing and new information systems and data sets
- Will inform design and development of information systems and data sets
- Required to lead on the production and analysis of surveys and other forms of customer feedback

- Will research best practice regionally and nationally on adult health and social care services and support in order to make recommendations for service improvements
- Potentially supervise staff or individuals work when needed

Budget and Financial Responsibility:

- 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:

- Based in an office environment which may involve long periods of sitting

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- 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

Qualifications & Training

Desirable

- A primary degree in a related subject, preferably science
- A postgraduate qualification in statistical research or related field
- Evidence of continuing professional development including performance management/management information

Experience

Essential

- Experience of analysing data and producing comprehensive reports (A,I)
- Experience of working with IT systems - excel, business intelligence software e.g. experience of current social care systems would be preferable (A,I)

Desirable

- Relevant experience in an analytical environment
- Experience of producing MIS for services and senior management
- Experience of making statutory returns to government
- Experience of working with IT systems such as office 365, excel, business intelligence software e.g. Power BI.

- Experience of commissioner/'client' relationships, for example to ensure service objectives are met by commissioned services or external partners
- Experience of working in a performance culture – including service planning, target setting and achievement and performance appraisal
- Experience of successful partnership working with a range of internal/external bodies, particularly Health, including statutory/non-statutory organisation
- An understanding of ICT policy and national priorities and programmes
- An understanding of security issues relating to data sharing with other agencies (e.g. Caldicott Guardian, data protection)
- Good understanding of the national and local context for children's services, including Early Help, Safeguarding and Looked After Children including Care Leavers, Education and SEND

Skills/Abilities

Essential

- Demonstrable knowledge and understanding of local government and all legislation relevant to service responsibility for this post (A,I)
- Understanding of the role of information intelligence and analysis to support commissioning process (A,I)
- Ability to produce and present accurate, clear and concise reports and management information orally and in writing (A,I,P)
- Communicating Orally and In Writing. Speaking in a clear and confident way, getting the key points across to a diversity of audiences, writes clearly and succinctly, conveying key information effectively and creating a positive impact (A,I,P)

Desirable

- Ability to establish and develop positive relationships with Service Users, external agencies, partner organisations, the community, elected members, colleagues and staff in a way that generates confidence and respect
- Ability to communicate effectively across organisational and team boundaries
- Ability to develop, manage and monitor projects with clear targets and milestones
- Ability to manage performance at a team and individual level, and challenge poor performance positively and constructively
- Knowledge/skills in producing system specifications.
- Well-developed ICT skills
- Ability to develop an audit trail to demonstrate data validity
- Negotiates successfully, remaining open to suggestions, whilst significantly influencing outcomes

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) at the appropriate level

Desirable

- Develop productive working relationships with staff group, colleagues and all potential partners in service delivery
- Applies available resources in an organised manner, translating plans into action and objectives into realities
- Develops a clear vision within the role which is aligned with future demands, strategic direction and external influences
- Develops services which involve and respond to customers, meeting real needs with good quality delivery
- Ensures oppressive practices are effectively tackled, promoting positive recognition of differences, mutual respect and merit-based opportunity
- Fully considers the financial dimension to own activities, monitoring expenditure and ensuring true value for money is delivered