**Job Title Insight Support Officer – Technical Development**

**Grade Scale 4**

**Job Description**

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| **Job Purpose** |
| To support how the Insight team use technology in the provision of performance, business and community intelligence to support evidence-based decision making.  To support continuous improvement and innovation in the use of technology to extract and manage data and to report performance and intelligence. |
| **Major Tasks** |
| Support the Insight Partner – Technical Development, on:   * the extraction, storage and management of data from a range of sources to support all aspects of data reporting * maintain the extraction, transformation and loading of data using programming language, following established procedures * the consistent and appropriate use of software to extract, store and visualise data across the Insight Team * maintain an extensive knowledge and understanding of the latest technology regarding data management and reporting. |
| **Contacts & Relationships** |
| To achieve their work objectives, post-holders will establish credible, close working relationships with officers and partners within the Insight Team and other teams throughout the Council.  The postholder will be expected to liaise with external parties and other areas in the council in supporting deployed solutions and specialist reporting requirements |
| **Creativity** |
| The post holder will be expected to support, the development processes to extract, store and visualise data and statistics from a wide range of sources.  The post holder will be expected to support, the development of approaches to challenges and confidently navigate ambiguous situations and problems  The postholder will write, or assist, in writing reports on the deployment and use of any solutions created. This will include writing technical documentation and training manuals such as How To Guides for staff. Any reports that will involve changes in procedures or policies will be written under the direction of more senior staff, such as the Insight Partners |
| **Decisions** |
| * The post-holder will map, interpret, report and actively communicate the findings of their work to the Insight Partner – Technical Development. * The post holder will be accountable for the accuracy of their work and ensuring that it is in line with statutory guidance where applicable. * They will be accountable to ensure that their work is legal, secure and in line with the Corporate Information Security Policy. |
| **Management & Supervision** |
| The post-holder will not have line management responsibilities |
| **Supervision Received** |
| The post-holder will report to the Insight Partner – Technical Development.  The post-holder will receive regular supervision and support from the Insight Partner – Technical Development.  The post holder should be able to work under pressure and use their own initiative in prioritising their work on a day-to-day basis in consultation with their line manager. The post holder would be expected to refer unusual and more complex problem to their line manager. |
| **Complexity** |
| The post is intellectually challenging. Through the support and guidance of the Insight Partner – Technical Development, the post holder will provide support on a range of tasks:   * the extraction, storage and management of data from a variety of systems and sources * the use of reporting software, data models and programming languages to extract, manage and organise data for reporting purposes * Understanding and interpretation of national guidance and legislation * Confident and competent use of software |
| **Resources** |
| * Use of ICT systems including Microsoft Office and specialist software including Business Objects, SQL, Power BI and GIS * Management and use of data including:   + Improving data quality   + Development of ICT systems and processes to ensure the right information is collected, analysed and reported * Processing ‘Personal Sensitive Information’ as described in the Data Protection Act |
| **Impact** |
| Through the provision of service, community and business intelligence the post-holder impacts on:   * Significant, high profile and business critical decision making by supporting the provision of accurate data on which these decisions will be based * Statutory returns to government. * Providing performance information to services ensure that the organisation meets its statutory service obligations * Statutory inspections |
| **Physical Demands** |
| The level of physical demands for the post-holder would be that expected of a typical desk-based job, such as carrying laptop and/or files to meetings and setting up for meetings/training events. There may be the occasional demand for more than this. However, this would not be a typical or significant part of the job. |
| **Working Environment** |
| In the main this post works in the environmental equivalent to working in an office in terms of heat, ventilation and lighting. There may be occasional exposure to conditions such as would be found outside; for example travelling for meetings and site visits. |
| **Emotional Context** |
| The post holder will be expected to work in a high pressure and busy working environment.  The emotional strain or distress this role is expected to face would be limited however the post will have regular contact with information that may be upsetting |
| **Other** |
| The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.  The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.  The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations. |

**Person Specification**

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| **Criteria** | **Standard** |
| **Qualifications** | * GCSE (Grade A-C) in English Language and Mathematics or equivalent * Qualified to Level 4 (A Level) or its equivalent in terms of an equivalent in terms of qualification or experience |
| **Experience** | The post-holder will have an understanding and experience of:   * Using data extraction and reporting tools, including data visualisation software, to support performance and intelligence reporting, such as SQL, Power BI and GIS * Working to a high standard under pressure and to tight deadlines |
| **Knowledge** | * Knowledge of the technical aspects of reporting data, including the extraction and storage of data and the architecture of IT systems * Knowledge of reporting software and programming language * Understanding the practical implications of legislation with regard to information sharing with partners. Robust practical knowledge of the Council’s Corporate Information & Security Policy and GDPR |
| **Skills** | * Strong problem solving skills, with a logical, analytical approach to solving complex problems * Skills in extraction of data from databases and systems, including using programming language such as SQL, and an understanding of data visualisation software such as Power BI or GIS * Understanding of technical aspects of data storage and reporting * Excellent written and verbal communication * Ability to build credible relationships whatever the background * A willingness to learn and develop skills required for the role through training, mentoring and self-learning. |
| **Personal style & behaviours** | * As a council employee you will be supported and expected to demonstrate the Council’s Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages. |
| **Fluency Duty\*** | * This post has been identified as not being a customer facing role and therefore is not subject to Fluency Duty requirements. |
| **Political Restrictions\*\*** | * This post is not subject to political restrictions. |

We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This Person Specification includes what we believe are fully justifiable essential selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| **Type of criminal records checks required for this post** | **Ticked as required** |
| None |  |
| Basic Disclosure |  |
| Standard Disclosure | y |
| Enhanced Disclosure |  |
| Working with Adults - Regulated Activity |  |
| Working with Children - Regulated Activity |  |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>