

Job description

Job title: Technical Systems Analyst

Grade: 10

Job evaluation reference: BA6084

Job family: Business, Policy & Administration

Purpose and impact

1. The Technical Systems Analyst sits within the performance and risk team. This is the 'engine room' of the Strategy, Performance and Risk team, and will deliver the various corporate requirements such as the corporate performance framework, the council's approach to risk management and will also be the main corporate functions for creating insight from data and also creating performance dashboards to drive an enhanced performance management culture. This role will be responsible for undertaking the work required to support the development of dashboards and performance tools, collating data and ensuring that data quality is of the highest level.
2. To support the delivery of the council's reporting dashboards, ensuring that the way information is presented is clear, precise, up to date and useable, extracting insight where necessary.
3. To provide analysis as required for internal and external purposes, drawing out insight and playing a role in underpinning strategic initiatives.
4. To identify and promote opportunities to develop the use of data to the benefit of the council.
5. To understand current and future customer and external requirements to ensure that data held can support the development and monitoring of dashboards, providing information and reports as required.
6. To act as an expert user in developing new and existing systems and processes for the capture and manipulation of new information as required.
7. To ensure system processes and workflows are in place to support quality assurance of data.
8. To provide training, advice and support in relation to core systems and business processes, working with partner agencies where appropriate

Key responsibilities

9. To develop and implement dashboards to underpin strategic initiatives, utilising software such as PowerBI alongside relationship management approaches to ensure that there is co-ordination of data and continuous improvement.
10. To be a 'go-to' individual with respect to strategic and cross-council dashboard development.
11. Deliver the processes and data to support monitoring of key programmes.
12. Contribute knowledge and expertise to the wider team.



13. Work with officers from across directorates to ensure that information is accurate, meaningful and to highlight performance issues where appropriate.
14. Work with external partners, other councils and industry bodies in the development of suitable benchmarking and analysis.
15. To provide expert knowledge, advice and support to customers, determining their requirements and developing solutions.
16. Develop and maintain a robust and integrated system of information collection, analysis and management reporting.
17. Make recommendations as to the continuous development of systems and methods of collation, analysis and presentation of management and performance data, developing systems for the capture of new information as required.
18. Resolve performance, reporting and procedural issues, drafting recommendations to various audiences as appropriate.
19. Use in depth knowledge of systems and procedures to respond to requests for information from various internal and external sources, liaising and negotiating with external agencies as appropriate to the role.
20. Lead projects in support of the function as required.
21. Keep up to date with trends and innovations as relevant to the role.
22. Understand, demonstrate and apply good practice in relation to GDPR and other relevant legislation and organisational guidelines concerning the holding and use of data.
23. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
24. Provide performance monitoring information to the council's auditors

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Senior Technical Analyst

Responsibility for: No supervisory or line management responsibilities



Other factors

25. The Technical Systems Analyst role, and that of the wider team, will be characterised by daily changing demand in meeting the needs of the various services and directorates and member groups across the council. The work of the team is characterised by demand-led ad-hoc requests.
26. This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the Council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria: you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. BTEC Higher or degree level qualification in relevant subject or experience	Application form
2. High standard of numeracy and written literacy skills	Application form
Experience	
3. Extensive experience in a relevant role	Application form
4. Significant information management experience, including interrogation and presentation of management information and reports	Application form
5. The application of research and information experience in a field relevant to the work of the function	Application form
6. Experience of managing projects	Application form
Knowledge	
7. In depth knowledge of management information and the application of computerised systems	Application form Interview Assessment
8. Excellent knowledge of a range of IT applications, including the use of spreadsheets, and database packages including PowerBI	Application form Interview Assessment
9. Knowledge of statutory requirement for statistical returns in relevant area of work	Application form Interview Assessment
10. Knowledge of the best practice relevant to the work of the function	Application form Interview Assessment
11. Knowledge of the application of performance management and monitoring processes	Application form Interview Assessment
Skills and abilities	
12. Sound understanding of database structures and terminology	Interview Assessment
13. Good understanding of policy, legislation and developments in the field of work relevant in the function	Interview Assessment
14. Good understanding of the work of local authorities	Interview Assessment
15. Good understanding of project management principles	Interview Assessment



16. Excellent oral and written communication skills, including report writing and presentation skills	Interview Assessment
17. Good negotiation skills with the ability to think creatively and problem solve effectively	Interview Assessment
18. Ability to present timely information in a user friendly and understandable format to all levels	Interview Assessment
19. Ability to build up a good knowledge of policy, legislation and development in the field of work relevant to the function	Interview Assessment
20. Ability to analyse, resolve and explain complex ideas in relevant formats, presenting information to all levels	Interview Assessment
21. Ability to train others in the use of IT systems	Interview Assessment
22. Ability to work with minimum supervision, to initiative, prioritise and complete work under pressure	Interview Assessment
Our values	
23. Respect	Interview Assessment
24. Together	Interview Assessment
25. Accountability	Interview Assessment
26. Openness	Interview Assessment
27. Curiosity	Interview Assessment
Other	
28. Able to be flexible with an adequate approach to work and conflicting demands and deadlines	Application form
29. Able to undertake training as required	Application form
30. Ability to fulfil travel requirements of the post	Application form

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
31. Professional qualification relevant to the function	Application form
Experience	
32. Previous experience of working in a large organisation or local authority	Application form
33. Involvement in training or provision or user support	Application form



Skills and abilities	
34. Understanding of the Council's in-house systems	Interview Assessment
35. Involvement in training or provision or user support	Interview Assessment

Approval

Manager's job title: Corporate Director, Strategy, Performance & Sustainability
Date: April 2024

