Role profile

Job Title:	Data Analyst
Department:	Planning Resources and Service Development
Directorate:	Children's

Grade:	10
Post no.:	
Location:	Perceval House

Role reports to:	Performance Manager
Direct reports:	None
Indirect reports:	Operational Support Staff

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

To provide performance, intelligence and data analysis that enables Children's Services to meet statutory requirements, monitor performance, improve service delivery, support inspections, and inform operational and strategic decision-making through accurate, reliable and timely data.

- Children's Services are committed to improving outcomes for children, young people and families through evidence-informed practice, innovation and continuous improvement.
- The Performance Analyst will provide expert analytical, business intelligence and performance management support across Children's Services
- The postholder will support the Performance Manager in the development of performance frameworks, analytical products, dashboards and management information solutions to support operational management, strategic decision-making, statutory reporting, inspection readiness and service transformation.
- Working collaboratively with operational managers, practitioners, senior leaders, ICT colleagues and partner organisations, the postholder will transform complex data into meaningful intelligence and actionable insight that supports improved outcomes for children, young people and families.

- The role will play a key part in supporting Children's Social Care reforms, including the Families First for Children programme, and embedding a culture of evidence-based decision-making across services
- Responsible for the collection of accurate performance information to fulfil the statutory obligation of the department to Central Government for information requirements; and to demonstrate that Children and Families Social Care is meeting nationally prescribed targets which will secure on going funding and support the efficient use of resources.

Key accountabilities

Data

- To be responsible for defining and developing data and systems and reporting arrangements for the directorate both internally and externally.
- To work with multiple directorates within the council to obtain key data through reporting from different data systems, which is required for statutory returns . This includes YJS, Youth and Connexions, Education, Safer Communities, Children's and Adults Social Care, Housing, and Health.
- To liaise with external stakeholders such as the Department for Education, LIIA, Levelling Up Housing and Communities, Department for Work and Pensions and Job Centre Plus to obtain data, answer queries, develop new data reporting and submission of data.
- Analyse complex datasets from multiple information systems.
- Undertake trend analysis, predictive analysis, thematic analysis and outcome evaluations.
- Provide narrative interpretation and professional analysis of data.
- Present findings in a clear and accessible manner to both technical and non-technical audiences.
- Support strategic planning through detailed analysis of service demand, activity and outcomes.
- Use analytical findings to identify improvement opportunities and support service redesign.
- To provide advice and support on all aspects of data and systems in order to meet the business and operational objectives.
- Ability to interpret business and operation requirements and translate these into technical and data specifications and solutions.
- Assist in the planning and implementation of data and systems configurations.
- Assist on a programme of information improvements and data quality to inform service planning and change projects.
- To manage the collection, organisation, and analysis of various forms of performance information across the service and a range of other internal and external partner services with the aim of improving the quality and effectiveness of the work of Children's and Families and Education.

- To assist operational teams in identifying opportunities and risk in relation to current strategic measures and performance within the Childrens directorate.
- Research, insight and collection of information around specific issues as required by the senior management team.

- To lead the work to ensure all information and statistical returns are submitted to time and in the prescribed submission method and accurately reflect the most up-to-date guidance for the returns.
- To provide performance data and information analysis to support external inspections (Ofsted, DfE, LIIA, Children Commissioner etc.) internal audit and quality assurance audits.
- To have a full working knowledge of all aspects of the client information systems Mosaic including the ability to run searches and queries on data as required. And other children and education systems such as IYSS (YJS and Youth and Connexions), Synergy (Education).
- To ensure that the department and Council's Senior Management Teams quarterly and annual report deadlines are met and that the statistical returns are an accurate reflection of the work of Children's and Families.
- Identify opportunities for reducing and rationalising the quantity of data, the targets and returns and to always carry out the role with a view to minimising the time taken.
- Maintain a working knowledge and utilisation of reporting tools for analysis of data management and planning data and web-based research methods for maintaining awareness of best practice and future development in partnership working and service delivery.
- To carry out all duties and responsibilities with due regard to the Council's Equalities & Diversity Policy, Health & Safety, Customer Care requirements and within all legislative, regulatory and departmental policies.
- To prioritise own work and work of the service as necessary to ensure that necessary deadlines are met.
- Coordinate production and submission of statutory returns.
- Ensure all returns are complete, accurate and submitted within required timescales.
- Maintain up-to-date knowledge of Department for Education statutory guidance and reporting requirements.
- Provide expert advice regarding interpretation and application of return specifications.

Business

- Liaison and collaborative working with computer system support services and data analysis staff in other departments and organisations to maintain the flow of management information, internally and externally.
- Undertake necessary action to support the implementation of the e-government agenda, the linking of the Department for Education (DFE)/Department of Health (DoH), and any other information technology developments.
- Responsibility for the process of monitoring and evaluation of quality of service provided to parents, victims and other service users including young people and adults.

- Responsibility for the effective practice quality assurance process, other inspections, audits and internal monitoring processes.
- To analyse the training needs and provide exception reporting in any aspects of the Mosaic system to ensure that Managers and Practitioners can input data correctly.
- To provide regular information relating to the performance of the Children and Families against performance targets,
- To provide the Head of Services with data and written information reports as requested.
- To liaise with the Education Team, the YOS, Primary Care Trust, Voluntary Organisations and Safer Communities team and other partners to contribute data to a strategic approach for the improvement of performance and services.
- In consultation with the Head of Service, Service Manager and practitioners to originate, review and amend policy and procedures documents within the Children and Families and in the light of legislative and other developments.
- To provide a link with Children's Services for the implementation of the Integrated Children's Services system.
- To provide necessary advice and guidance on performance data and information matters in relation to legislation, policy and procedure
- To participate in multi-disciplinary working groups to develop specifications, information matrices and training programmes to facilitate computer developments within the service, ensuring good quality information and systems are in place and fully utilised by the services staff group
- To maintain the Children and Families performance data and information databases, and train Children and Families practitioners in operating the systems, in order to ensure that aggregate data supplied from the system is correct. To provide written and data reports as required.
- To maintain and produce policy and procedural documents, to check adherence to these policies and to National Standards, and to help promote the operations of the Children and Families to the wider community.
- To assist with setting up, implementing, monitoring and reviewing of data collection and administrative systems associated with existing and new Children and Families initiatives introduced in the section to ensure that the administrative support reflects the needs of the service.

Additional Requirements

- Responsibility for compliance with data protection legislation (GDPR).
- To attend as required training and courses provided by MOSAIC and Children's Services to ensure that the post holder's knowledge of the systems is up to date.
- To carry out all duties and responsibilities with due regard to the Council's Equalities & Diversity Policy, Health & Safety, Customer

Care requirements and within all legislative, regulatory and departmental policies
- To prioritise own work and work of the service as necessary to ensure that necessary deadlines are met
- To undertake any other duties commensurate with the grade and job description outlined above.
- To ensure confidentiality at all times adhering to the General Data Protection Regulation (GDPR)
- To liaise with other departmental staff, council officers and other agencies on behalf of members of the public and Children and Families staff as and when required.

Key performance indicators

- Timely submission of monthly and quarterly returns to the Department and Council's Senior Management Teams and Project Boards
- Improved data recording by Children and Families
- Publicity and Information for Children and Families
- Provision of Web-based data collection by Central Government
- Production of performance analysis and Information for Children Services in line with routine reporting requirements and ad hoc requests
- Support service improvement by the use of data analytics and information analysis

Key relationships (internal and external)

- Corporate Leadership Team, Service Heads
- Corporate Performance Team
- Head of Service, Deputy Heads of Service, Administration Manager, Operational Managers, Service Ealing
- Strategic and Operational project leads
- Mosaic Support team, Business Objects Team
- Children and Adults, Youth Offending, Youth & Connexions, Safer Communities, Public Health, Housing, Education/Schools and SEN performance management teams
- Department for levelling Up Housing and Communities, Department for Work and Pensions, Job Centre Plus, Department for Education

Authority level

- People: None
- Policy: The post holder will provide information to help influence the development of key policy initiatives.
- Financial: None

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

(Applicants must address all of the essential knowledge, skills and attributes listed in the person specification within their supporting statement. These criteria will be used to shortlist candidates at the application stage).

Essential knowledge, skills and abilities

1. Excellent IT skills across a range of database and statistical applications, including MS Excel (advanced level), Business Objects, SQL and MOSAIC (or similar). **
2. Good business process knowledge of Adults and Children's social care work, workflow and reporting arrangements in Mosaic, or other similar complex areas, such as IYSS - Youth Justice Board, OHMs - Housing, Synergy/Tribal - Education etc. **
3. Ability to produce high quality and sophisticated dashboards, charts, graphs and tables presenting the results of statistical analyses of data in a clear manner for a range of audiences. **
4. Strong analytical skills, understanding of quantitative analysis techniques and the ability to research, understand and interpret written and statistical information. (To be tested). **
5. Ability to interpret complex legislative and business requirements and develop appropriate systems to support the requirements / changes and deliver the associated performance reporting. **
6. Ability to communicate and influence effectively, to consult and negotiate, in a straightforward, articulate, sensitive and persuasive manner both orally and in writing with a range of audiences, including some at a senior level. **
7. Ability to manage own workload and projects, organise and prioritise work, meet conflicting deadlines and targets and to work on own initiative. **
8. Ability to work as a member of a team and in close relationship with a wide range of colleagues including senior management, project managers, ICT teams. **
9. Capacity to learn new systems quickly and effectively. **
10. An ability to think, plan and develop consistent processes for the improvement of management information and systems.

11. Organisational skills to plan and prioritise performance and improvement work programmes and multiple projects to deliver results to time and within budget, managing risk and resolving barriers to success. **
12. Experience of shared data systems enabling identification and prioritisation of families needing help, monitoring of family progress and outcomes and cost benefit analysis of interventions.

Essential qualification(s) and experience

1. Using computer software to produce complex statistical analyses and high-quality tables, graphs and reports – including Power BI, MS Excel, MS Word, Business Objects, SQL, MS Access, (or similar) **
2. Using computer software to automate the production of statistical reports
3. Applying complex statistics to manipulate and analyse large-scale data sets
4. Presenting the findings of research and analysis in reports and presentations**
5. A degree or other relevant professional qualification and / or professional experience and evidence of relevant training and development **
6. Experience in data management
7. Experience of working with MOSAIC (or similar), and/or Education, Health, Crime or Youth and Connexions systems. **
8. Experience of setting up databases and/or spreadsheets in which to collate and record statistical information based on predictive analytics modelling
9. Experience of liaising with multi-agency partnerships and communicating effectively. Working with stakeholders and partners and building positive cross sector relationships in support of key objectives with supported services for vulnerable families or families with complex multiply needs.
10. Knowledge of the Social Care Children Services statutory framework**
11. Practical knowledge, technical expertise and considerable experience of managing data collections, ideally within a Troubled Families Services or a similar setting.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards