

Intelligence & Analysis Manager (IPET/SEND)

Grade 10

About the Service

The Children and Families (C&F) Directorate leads our council's statutory responsibilities for children and young people's education, care, and wellbeing. We use a 'whole system' approach to ensure the right mix of support from professionals, the voluntary sector, communities, families, and friends enable children, young people and their families can reach their full potential.

The vision for Children and Families is to create one system, that places children and their families at the heart of all we do. Where support is required for some families, access to this will be local, accessible, make a difference and specialisms will work to enhance those offers.

The Improvement, Performance and Engagement Team (IPET) is a multi disciplinary team whose purpose is to turn information into intelligence to improve outcomes for children and families.

About the Role

As one of our Intelligence & Analysis Managers you will support the Intelligence and Analysis Lead and senior managers working across the Children and Families system to develop and use business intelligence to improve outcomes for children and families. The post holder will manage a team of analysts. The team will:

- develop innovative technical solutions to embed self service reporting
- analyse quantitative and qualitative information
- creating intelligence that will proactively inform service development and delivery to achieve our one system vision.

You will work closely with stakeholders, partners, and other IPET members to ensure a joined-up approach to project and service delivery.

Reporting Relationships

Responsible to: Intelligence and Analysis Lead

Responsible for: Intelligence & Analysis Officer(s)

Key Accountabilities:

1. Take a lead role in the work of the Intelligence, Performance and Analysis team, working collaboratively and constructively with colleagues to share good practice and deliver against corporate and directorate priorities.
2. Coach, manage and develop team members ensuring they are fully aligned and focused on delivering priorities and continuous improvement.
3. Lead the development and delivery of self-service reporting and analysis for a specified area of the business. Summarise key findings to directorate reports and self-evaluations.
4. Lead the processing and submission of the national statistical statutory returns advising the Intelligence and Analysis Lead of risks and possible solutions.
5. Conduct complex data analysis on priority areas to produce and present performance reports that help intelligence led management decision making and continuous improvement.
6. Correlate intelligence and performance data to develop predictive analysis and impact assessments for the wider system to improve outcomes for children, young people and families.
7. Be responsible for co-producing the design and implementation of innovative technical solutions for reporting to ensure it is in line with the latest developments in technology and creating efficiencies across the organisation.
8. Work collaboratively across the Children and Families system and with ICT colleagues to ensure that data systems and processes provide GDPR compliant, intelligence led management and performance reports that are aligned with regional, national and local directives.

9. To contribute and lead where required in the identification and development of changes to core systems that ensure reporting and data extraction ability is maintained and enhanced and recording standards are met.
10. Ensure all data analysis and reporting processes are properly documented, embedded, and regularly revised.
11. Provide specialist support and advice to stakeholders to ensure the development and implementation of efficient and effective performance and intelligence mechanisms. Support the embedding of intelligence led decision making and outcome-based performance as part of the Quality Assurance Framework.
12. Keep up to date with national and regional developments, research and good practice related to Children's services data and intelligence to ensure the service is compliant with statutory requirements and utilising latest available technology.
13. Ensure reflective learning from inspections, reviews and audits is used to drive continuous improvement, performance and commissioning outcomes.

Person Specification

Qualifications/Professional membership

- Level 6 (Degree) or equivalent, professional qualification or other evidence of considerable Business Intelligence, data management and analytical abilities
- Qualification or experience in statistical analysis
- Demonstrate commitment to continuing professional development

Knowledge and Experience

- Significant, demonstrable experience in Business Intelligence and analysis, ideally utilising products such as PowerBI, and SQL in a public sector/Children and Families' environment.
- Significant experience in performance and analysis, integrating business intelligence into insights and useable intelligence for colleagues.
- Extensive knowledge of a range of (outcome-based) performance management assurance and reporting tools and techniques including qualitative and quantitative analysis.
- Experience of demonstrating and measuring outcomes for children, young people and families from a performance and intelligence perspective.
- Experience of designing and producing accurate, user friendly, GDPR compliant reports, and responding to Freedom of Information Requests.
- Knowledge of predictive analysis and demand management and how that can be presented and utilised in a public sector environment.
- Experience of managing and developing teams and motivating staff and colleagues.
- Experience of using O365 and IT systems to gather, analyse and present information.
- Experience of change management and the development of new initiatives.

Skills

- Advanced IT skills with the ability to undertake research, utilising appropriate methodologies to collate, analyse, evaluate and present information to senior management.
- Excellent communication and interpersonal skills including the ability to form effective working relationships with colleagues and partners and be able to work as part of a team.
- Excellent influencing skills in a partnership environment with the ability to use resources flexibly and creatively within partnership working.

- Excellent planning and project management skills.
- Advanced knowledge and experience in reporting tools such as PowerBI and SQL to analyse complex data, information and intelligence, identify meaningful trends and correlations and advise senior colleagues accordingly.
- Time management skills with the flexibility to meet tight deadlines and adapt to changing workload demands.
- Excellent written and oral communication skills including the ability to prepare and present reports and to communicate with staff/service users at all levels.
- Strong analytical rigour and attention to detail.

This post is designated as a casual car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.