**City of Wolverhampton Council**

**Job Description**

**Job title:**  Corporate Analytics Manager

**Directorate:** Strategy

**Service:** Data & Analytics

**Location**: Any suitable location within the City of Wolverhampton

**Workstyle:** Flexible

**Responsible to:** Head of Data & Analytics

**Grade:** Grade 8

This is a politically restricted post as per Local Government Officer (Political Restrictions) Regulations 1990.

**Job Purpose and Role**

To have operational management responsibility for managing and co-ordinating all data, performance information, analysis and intelligence work for the Authority. Managing the Corporate Intelligence Team, the role will directly line manage senior intelligence analysts.

To take a lead role in working with managers and senior managers to provide specialist support, advice and recommendations on best practice in relation to data use to improve the production and accuracy of data, analysis and intelligence and identify new areas for reporting and analysis based on local service transformation and national requirements

To lead on ensuring that access to data and information is consistent and modernised, that statutory returns are submitted to local government on time and that published data is fully analysed and working closely with the Data Innovation Team to lead on the development of self-serve applications and digital dashboards in line with the Council’s digital transformation aims.

To support the Head of Data and Analytics in delivering ensuring data plays a key role in decision making and predicting what will happen in the future in line with the Insight and Performance Strategy.

1. To actively manage and co-ordinate all data, analysis and research work for specified areas of the business, directly line manage senior analysts and analysts working on those areas. Maintain the work logs of the team, set deadlines based on business and statutory priorities and ensure that these are met.
2. Work closely with other managers within the Data and Analytics team to ensure that work is co-ordinated, duplication is reduced and that any resource issues or priority conflicts are raised with managers within the business or the Insight and Performance Manager. Increase the efficiency of the team by ensuring that the most appropriate people undertake tasks.
3. To develop and maintain relevant business process knowledge required to provide support, guidance, advice and recommendations to managers in relation to data, analysis, research requirements and presentation of information. Act as lead advisor to Senior Managers, providing professional advice on these matters.

1. Contribute to the development of a culture within the organisation which values and understands the importance of data, information and research by leading on the promotion and support of effective performance management, enabling evidenced based decision making and facilitating effective use of management information through working pro-actively with managers and to identify, define and meet their changing management information, performance monitoring and analytical needs.
2. To contribute to the design and implementation of training and guidance to enhance the skills of the workforce in using and analysing data and using the information effectively to manage performance and inform decision making.
3. To oversee the planning, design, and production of high quality external management information including central government returns and information, statistics for national and regional benchmarking and provide analysis on Wolverhampton’s performance in relation to previous years and comparators performance reports to support internal decision making, external inspection and other external review processes. To lead on the co-ordination and completion of this work within the team to ensure that deadlines are met.
4. To oversee, lead, advise and guide the design and generation of high quality internal management information and analysis to support performance management and the production of regular reports for elected members, internal and multi-agency boards and groups, senior managers and front line managers, ensuring that best practice is shared within the team and the wider organisation.
5. To lead on business intelligence and performance issues in contacts with Council employees and represent the Council on regional and national performance groups, undertake partnership working with colleagues from health, local agencies, other local authorities and Central Government on all matters related to performance and information strategy, reporting and analysis and performance and information management.
6. To lead on horizon scanning, research, robust statistical and qualitative data analysis and interpretation of performance data using both internal and external data and information sources, advising managers of key issues and trends to support and enable proactive evidenced based decision making.
7. Lead on providing advice and support, and actively network with internal and external colleagues in relation to policy, strategy, information, intelligence, research and analysis; enabling appropriate data sharing, collaborative working and the sharing of best practice.
8. To take a lead role in the planning, design and development of pre-defined reports that managers can access on a self-service basis or that will be automatically generated for managers either via electronic dashboards or other appropriate means, and where required supervise the work of the PowerBi developers, providing them with advice and guidance on how and what data should be used in PowerBi application developments.
9. Ensure that all reports and analysis produced by the Data and Analytics team meet agreed standards and timescales.
10. To take a lead role in the production, maintenance and implementation of the Council’s Insight and Performance Strategy, Performance Management Framework and Data Quality Strategies acting as an ambassador for improved use of insight and performance information across the Council.
11. To lead on actively improving data quality across the Council and ensure that data is stored and deployed in line with data quality and information governance standards.
12. To lead in the identification of the need for new or improved information systems and co-ordinate and contribute to the development and implementation of suitable systems.
13. To oversee and lead where required on the identification, development and implementation of changes to core systems to ensure that reporting and data extraction ability is maintained and enhanced.
14. To actively contribute to the identification and resolution of information governance issues.
15. To maintain an up to date knowledge of national and regional developments in relation to the specified areas of the business for which responsibility is held and to disseminate this across the team and organisation as appropriate.
16. To have an extensive understanding of all relevant regulatory frameworks and associated best practice and guidelines, and proactively monitor local, regional and national issues in order to stimulate discussion, shape thinking and influence decision making across the council and partners.
17. To work closely with and support the Insight and Performance manager in the development, maintenance and delivery of the outcomes of the Council Plan, corporate plan and business plans, acting as an ambassador for the approach and proactively ensuring adherence to it.
18. Effectively manage relevant council projects as assigned, in keeping with the Council’s agreed project management methodology.
19. To act in accordance with the Council's Constitution and other Codes of Conduct.
20. To participate in staff development, appraisal and training as appropriate, including continuous professional development.
21. To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City-wide priorities.
22. To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.
23. To participate in the wider development of the service and contribute to service improvement as required.
24. Effectively manage and review allocated contracts to ensure the required level of performance and best value is achieved in line with the Council’s key strategies as appropriate and training provided.
25. Work with key stakeholders when required to effectively manage contracts to achieve the best outcome for the delivery of the Council’s objectives as appropriate and training provided.
26. City of Wolverhampton Council is committed to Corporate Parenting.

“Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after”.

Effective date

Signature of post holder

**City of Wolverhampton Council**

**Personnel Specification**

| **FACTORS** | **ESSENTIAL** | **DESIRABLE** | **HOW IDENTIFIED** |
| --- | --- | --- | --- |
| **QUALIFICATIONS** | 1. Relevant degree or equivalent or extensive workplace experience in performance management and analytics. |  | Production of Certificates |
| **TRAINING** | 1. Evidence of pursuit of training designed to enhance information analysis skills. |  | Application form  References  Interview |
| **EXPERIENCE** | 1. Substantial experience of effective retrieval and analysis of statistical information from large complex databases and presentation in management reports. 2. Substantial experience of managing data teams 3. Substantial experience of use of data extraction and other reporting tools 4. Extensive experience of working with managers to identify, define and meet their management information needs 5. Substantial experience of performance management including supporting performance management groups 6. Substantial experience of identifying and addressing data quality issues 7. Experience of preparing for and participating in external inspections or sector led improvement initiatives. 8. Experience of project management 9. Experience of managing a team of staff 10. Significant experience of providing advice, support and guidance in multiple areas of:  * business planning * performance management, * qualitative or quantitative research * insight and analysis | 1. Experience of developing and delivering training in areas relating to performance management and data 2. Substantial experience of developing performance and information management strategies 3. Working with elected Members and senior managers | Application form  References  Interview  Test material |
| **SPECIAL KNOWLEDGE/**  **SKILLS** | 1. Strong and demonstrable ability to communicate effectively both orally and in writing. 2. Ability to work in a detailed and systematic manner. 3. Extensive use of query languages, data extraction and other reporting tools. 4. Extensive knowledge of relevant IT applications in particular MS Excel and Power Bi 5. Knowledge and skills in multiple areas of:  * research and information * policy development * performance management * business planning * data quality and information governance  1. Extensive working knowledge of two or more specific areas of local government service delivery. 2. Experience of managing employees | 1. Knowledge systems typically used in local government 2. Knowledge and skills in research and information, policy development, performance management, business planning 3. Ability to think strategically and develop and implement policies and procedures for large numbers of employees | Application form  References  Interview.  Test material |
| **PERSONAL QUALITIES** | 1. Ability to communicate effectively at all levels 2. Ability to work on own initiative. 3. Ability to establish sound working relationships with a range of staff. 4. High level of problem solving ability. 5. Ability to prioritise and work under pressure to tight deadlines and assist others to do the same 6. Demonstration of a positive, can-do approach |  | Application form  References  Interview |
| **INTERESTS AND MOTIVATION RELEVANT TO THE JOB** | 1. Interested in the delivery and promotion of high quality service provision, evidenced based decision making and the role of data and analysis in achieving this. 2. An interest in outcomes based planning and how this can be practically deployed to improve services, improve outcomes and achieve value for money. |  | Application form  References  Interview |
| **COMMITMENT** | 1. Commitment to the Equal Opportunity Policy of the Council and to the development of information systems and management information that enable equality and diversity issues to be highlighted and addressed. 2. Commitment to the development of a data driven culture within local government |  | Interview |