

Information Analyst

Department:	Customer and Local Services
Team/Specialist Area :	Change and Projects
Reports to:	Information Analyst Manager
Responsible for:	N/A
JE Ref:	CLS1010
Grade: CS10	JE Date: 14/11/2022

Job purpose

The –Information Analyst provides analysis and intelligence to senior leaders, policy professionals and operational managers, in order for teams to deliver better and more cost-effective outcomes through the use of business insight / intelligence and performance reporting.

This role will support the Customer and Local Services Department with the monitoring, analysis and reporting of social benefits and customer service data. The post-holder is expected to have expert working knowledge of the business area.

Job specific outcomes

Produce and design performance reports which provide intelligence for strategic decision making. Extract and link data from multiple information systems and apply professional judgement regarding accuracy and relevance. Develop automated systems for data collection and presentation where appropriate, including the creation of relevant documentation and test plans, in order that performance reporting meets the customers' needs, processes are efficient and high quality reporting is produced which informs and improves operational and strategic decision making.

Undertake regular data collation, analysis, modelling and interpretation to produce reports, dashboards and scorecards for strategic and operational performance measures and outcomes including activity, value for money, benchmarking and trend analysis. Prepare and present reports and trend analysis to senior meetings and other stakeholders, in order that operational and strategic decision making is based on high quality, accurate analysis; this will lead to improved services and public health outcomes for Islanders.

Produce analysis and intelligence in response to specific requests, to time and quality standards. Work with stakeholders to develop the data and analysis requirements, suggesting improvements and scoping the final report format and content to meet the information and analysis needs. The outcome will be reports which meets the customers' needs, and which informs and improves operational and strategic decision making.

Develop the 'data agenda', consulting all relevant stakeholders in the design, delivery and evaluation of information needs. Undertake research to identify data definitions, standards and best practice and/or develop new outputs. Assess local applicability and suitability of data, negotiate with stakeholders with regard to accessing and using their data, in order to continuously improve

intelligence, and to ensure that analysis continues to meet operational and strategic needs and processes remain compliant with best practice.

Advise stakeholders on matters of information and performance reporting, including systems or process changes which will impact on information reporting. Monitor that effective information processes are being followed to ensure the timeliness and validity of information. Liaise with stakeholders to address any issue of non-compliance and to encourage/promote continuing data quality improvement. The outcome will be improved data quality, compliance and an information analysis service which is valued by stakeholders and enables them to perform data and information tasks accurately.

Support stakeholders in using the outputs of modelling tools, e.g. in interpreting outputs and identifying cost and quality improvements. Continuously improve performance reporting, analytical techniques and modelling tools. This requires a deep understanding of changing strategic and operational requirements, strategies and plans and the ability to develop appropriate information strategies and deliverables e.g. activity and performance monitoring, demand and capacity planning, organisational strategy development. It will result in improved operational and strategic decision making and public health outcomes.

Challenge and improve departments' performance management arrangements to provide assurance that underlying systems, planning, monitoring and data can be relied upon, in order to increase confidence in the accuracy of reporting and to identify areas for further improvements in outcomes. This will improve operational and strategic performance, service quality and public health outcomes for Islanders.

Ensure compliance with best practice by actively engaging with relevant external bodies (e.g. Statistics Jersey, Office for National Statistics, and other bodies relevant to the business area e.g. DWP, HMRC, GDS and / or UK local authorities etc.) using this to guide developments and inform stakeholders. Adhere to data security and confidentiality in accordance with legal requirements, Government of Jersey policy and best practice standards, liaising with Governance teams to ensure compliance and to address issues of non-compliance. This will result in the team and stakeholders applying good governance and information security and will reduce the risk of data breaches.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisation chart



Person Specification

Specific to the role

	Essential	Desirable
Qualifications	Educated to degree level in a subject with a significant numerical component and/or have proven equivalent analysis skills with experience producing business requirements specifications.	
Knowledge	<p>An in-depth understanding of information flows.</p> <p>Competence in data extraction and analysis.</p> <p>Good understanding of information systems and data, and how these are used to provide management information and support benchmarking.</p> <p>Knowledge of quantitative and qualitative research methods, business intelligence and analytical techniques.</p> <p>Understanding of how data and analysis can be used to improve service performance and outcomes.</p>	<p>Knowledge of data and information flows in the business area / operational department of the role</p>

	<p>Knowledge of approaches to stakeholder engagement and intelligence gathering.</p> <p>Demonstrable knowledge of organisational and political process.</p> <p>Understanding of public sector services and the needs and challenges of working with a wide range of stakeholders.</p>	
Technical / Work-based Skills	<p>Ability to analyse data, identify trends, identify issues and provide insights and recommendations to improve working practices and data quality, with a particular focus on the relevant business area of the post (e.g. health and social care).</p> <p>Ability to present complex analysis in a comprehensible way that drives action.</p> <p>Advanced use of Microsoft Office suite (Excel, Word, Powerpoint etc) and other industry standard report writing tools (e.g. SQL, SSRS, QlikView, PowerBI, BusinessObjects, Alteryx) to deliver quality outputs including dashboards and scorecards.</p> <p>Ability and drive to learn how to use new business intelligence reporting programmes/ software.</p> <p>Demonstrable initiative/skills to identify solutions to meet the informatics needs across the service collating information across multiple business systems.</p> <p>Project management skills.</p>	<p>Ability to develop technical specifications that can be used to negotiate with third party suppliers or for in-house development.</p>
General Skills/Attributes	<p>Highly customer focused - excellent interpersonal skills and ability to build and maintain successful working relationships.</p> <p>Driven by the identification of problems and finding solutions through informatics and intelligence.</p> <p>Ability to work across organisational boundaries.</p> <p>Ability to innovate and think creatively about problems.</p> <p>Ability to work collaboratively, develop strong working relationships and challenge robustly where required, including those more senior.</p>	

	<p>Excellent verbal and written communication skills, including use of data visualisation to communicate complex messages persuasively.</p> <p>Ability to deal sensitively with challenging situations and give clear messages even when they are unwelcome.</p> <p>Personal and professional demeanour and credibility which commands the confidence of a range of stakeholders.</p> <p>Self-managing – ability to work on own initiative whilst also achieving results as part of a team.</p> <p>Ability to work independently, inspire confidence in others and make informed knowledge based decisions within their area of responsibility.</p>	
Experience	<p>Experience working in the public sector, with clear understanding of the need for an informatics and intelligence service that directly supports evidence based improvements.</p> <p>Project management experience.</p>	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 5 core accountabilities attributes and behaviour indicators.