

## Support Analyst

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<b>Department:</b>	Customer and Local Services
<b>Team/Specialist Area:</b>	Change and Projects
<b>Reports to:</b>	Information Analysis Manager
<b>Responsible for:</b>	N/A
<b>JE Ref:</b>	CLS1011
<b>Grade:</b> CS08 <b>JE Date:</b> 14/11/22	

### Job purpose

The –Support Analyst will support the Customer and Local Services department with the monitoring, analysis and reporting of social benefits and customer service data.

This role will provide timely, accurate, high quality and robust analysis which influences decision making. They enable, promote and support the effective use of data, information, knowledge and technology to support and improve understanding of public health metrics.

The post-holder is expected to have or to develop expert working knowledge of the business area.

### Job specific outcomes

Develop and maintain minimum information data sets. Develop automated systems for the collection and presentation of standard/routine reports (e.g. monthly performance reports or other scorecards and dashboards) to internal customers, including the creation of relevant documentation and testing plans, in order that performance reporting meets the customers' needs and processes are efficient.

Produce and design performance or intelligence reports to specific requests. Undertake regular data collation, analysis, modelling and interpretation to produce reports, dashboards and scorecards for strategic performance measures and outcomes, and for operational performance measures including activity, value for money, benchmarking and trend analysis. This will result in high quality reporting which informs and improves operational and strategic decision making.

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

Provide analytical support for CLS operational functions, produce relevant reports to support the understanding of social benefit provision and customer service and, where appropriate, present reports and trend analysis at meetings, in order that operational and strategic decision making is based on evidence and high quality analysis.

Deal with general enquiries from operational and strategic teams, respond to ad hoc requests in a timely and accurate manner and escalate to senior colleagues where appropriate. The outcome

will be improved data quality, compliance and a service which is valued by stakeholders and enables them to perform data and information tasks accurately.

Monitor that effective information processes are being followed to ensure the timeliness and validity of information. Liaise with the stakeholders to address any issue of non-compliance and to encourage/promote continuing data quality improvement. Through these actions, data processes will be improved, leading to increased productivity and adherence to data processes and reducing the risk of a data breach.

Keep up to date with best practice initiatives from external bodies (e.g. Statistics Jersey, Office for National Statistics, and other bodies relevant to the business area e.g. the DWP, HMRC, GDS and/or UK Local Authorities) and ensure compliance where appropriate. Keep senior managers advised of these initiatives and the impact on their working practices. This results in improved data accuracy and sharing of learning, which avoids future errors and revisions.

Ensure that data security and confidentiality is maintained in accordance with legal, Government of Jersey policy and best practice standards; liaise with department governance teams to ensure compliance and to address issues of non-compliance, in order that the team and stakeholders apply good governance and information security and that the risk of data breaches is reduced.

### 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, or equivalent, in a subject with a significant numerical component and/or have proven analysis skills gained through work experience.	
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>	
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. public health).</p> <p>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 intelligence needs across the organisation collating information across multiple systems.</p> <p>Knowledge of project management principles and processes, with an understanding of how these can be applied.</p>	
General Skills/Attributes	<p>Highly customer focused - excellent interpersonal skills and ability to build and maintain successful working relationships.</p> <p>Ability to work collaboratively and develop strong working relationships.</p>	

	<p>Excellent verbal and written communication skills, producing reports/documentation to a professional standard with an ability to communicate complex issues in a simplified, comprehensible way that drives action.</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> <p>Exceptional attention to detail.</p>	
Experience	<p>Experience working with complex datasets.</p> <p>Experience of managing a workload with often changing priorities.</p> <p>Experience working in the public sector and/or the business area of the role</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 6 core accountabilities attributes and behaviour indicators.