Information Analysis Manager

Department: Customer and Local Services

Team/Specialist Area: Change and Projects

Reports to: Head of Change and Projects

JE Ref: CLS1014

Grade: CS12   **JE Date:** 15/11/2022

Job purpose

The –Information Analysis Manager leads a team of specialists to provide analysis of complex data and intelligence to senior leaders, policy professionals and operational managers, ensuring adherence to the GoJ code of practise for statistics.

This role supports the Customer and Local Services Department to make fully informed policy and operational decisions as well as deliver better and more cost-effective customer outcomes through the use of business insight / intelligence and performance reporting. The post-holder is expected to have expert working knowledge of the business area

Job specific outcomes

Lead the CLS Information Analytics team to provide advanced business support, delivering advanced analysis and intelligence to assess the impact of government/departmental priorities, strategies and service delivery. Provide insight into current trends, forecasts, deeper meanings and impact in order to improve government performance and inform effective, evidence-based decisions which improve service quality, value for money and outcomes for Islanders.

Produce analysis which is used by the department and Ministers to make strategic policy and business decisions, continuously improve services and customer-facing outcomes. Improve the quality of analysis, in order to ensure that performance management is effective and efficient across government and its partners, and to ensure analysis continues to meet operational and strategic needs and processes remain compliant with best practice.

Continuously improve analytical techniques, performance reporting and modelling tools. This requires a deep understanding of changing strategic and operational requirements, strategies and plans. Develop appropriate information strategies and deliverables e.g. activity and performance monitoring, demand and capacity planning, organisational strategy development. This will result in improved productivity and efficiency in intelligence/informatics, including processes which are best practice and therefore improve value for money of the team and the accuracy of reporting to support operational and strategic delivery.

Provide informatics advice and support to departments and partners. Develop and deliver intelligence and informatics skills development (training) at all levels within the organisation, for example statistical interpretation, communication of concepts and business modelling. The outcome will be

improved data quality, compliance and information analysis service which is valued by stakeholders and enables them to perform data and information tasks accurately, along with an increase in skills across government, which will improve service performance.

Improve the quality and/or timeliness of information reporting by designing, delivering and evaluating information IT systems and processes, advising stakeholders of any system or process change/development and utilising knowledge of new and emerging technologies in intelligence/informatics. The outcome will be ongoing enhancement of CLS's information analysis capabilities, reports which meet the customers' needs, and which inform and improve operational and strategic decision making.

Work closely with departmental managers to identify, interpret and present operational performance information for CLS stakeholders, including outcomes and impact on Islanders. This will improve operational performance and will support analysis of the extent to which the government's strategic objectives and departmental priorities have been achieved and therefore enable government to be accountable to Islanders.

Champion and 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, 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.

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

Manage and develop the CLS Information Analysis team, influence the progression of learning and development plans contributing to the continuous improvement and development of a multi-functional team.

Statutory responsibilities

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

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

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. Evidence of ongoing personal and professional development.	Relevant data analysis qualification or experience data analysis and management information
Knowledge	Detailed knowledge of a broad range of business intelligence and analytical techniques and technologies, quantitative and qualitative research methods, with experience of applying these in strategic decision-making and service management / improvement contexts. Understanding of how to improve outcomes through a consistent focus on data-based decision-making outcomes. Knowledge of approaches to stakeholder engagement and intelligence gathering. Demonstrable knowledge of organisational and political process; ability to work with agility across a broad range of subject areas whilst maintaining a clear sense of purpose. Knowledge of all aspects of corporate/operational/strategic performance management and using information to improve operational and strategic performance and achieve	Understanding of Outcomes Based Accountability.

	outcomes. Knowledge of how this applies in the business area of the team/role. Understanding of the strategic, legislative and political frameworks of the States of Jersey and ability to operate at the highest level within them. Understanding the needs and challenges of working with a wide range of stakeholders.	
Technical / Work-based Skills	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. provision of social benefits and customer service). Ability to present complex analysis in a comprehendible way that drives action. 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. Ability and drive to learn how to use new business intelligence reporting programmes/ software. Demonstrable initiative/skills to identify solutions to meet the informatics needs across the service collating information across multiple business systems. Project management experience and experience of working on projects where significant influencing skills were required.	
General Skills/Attributes	Highly customer focused - excellent interpersonal skills and ability to build and maintain successful working relationships. Ability to lead, manage and develop a team of specialist direct reports. Train staff of all levels. Driven by the identification of problems and finding solutions through informatics and intelligence. Ability to work across organisational boundaries. Ability to innovate and think creatively about problems. Ability to work collaboratively, develop strong working relationships and challenge robustly where required, including those more senior.	

	Excellent verbal and written communication skills, including use of data visualisation to communicate complex messages persuasively. Ability to deal sensitively with challenging situations and give clear messages even when they are unwelcome. Personal and professional demeanour and credibility which commands the confidence of a range of stakeholders. Self-managing – ability to work on own initiative whilst also achieving results as part of a team. Ability to work independently, inspire confidence in others and make informed knowledge based decisions within their area of responsibility.	
Experience	Significant analysis, reporting and line management / leadership experience. Experience of developing business models to support operational requirements, including development of system product roadmaps aligned to organisational strategy. Experience of specifying system requirements and developing technical specifications that can be used to negotiate with third party suppliers or for in-house development. Experience of working effectively with senior officers and Ministers within a political environment, including when transmitting challenging messages. Experience working at management level and clear understanding of the need for an informatics and intelligence service that directly supports evidence based delivery and improvements	

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 4 core accountabilities attributes and behaviour indicators.