Assistant Informatics Analyst

Department	Children, Young People, Education & Skills
Reports to	Informatics Analyst
Team/Specialist Area	Children's Social Care, Elderly Help
JE Reference	CYP1019
Grade	8

Job purpose

The Assistant Informatics Analyst provides timely, accurate, high quality and robust analysis which influences decision making and service improvements. They enable, promote and support the effective use of data, information, knowledge and technology to support and improve service delivery.

This role will be supporting the Children, Young People, Education & Skills Department. 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 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 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 decision making.

Provide analytical business support for operational and corporate functions, produce relevant reports to support the management of the service and, where appropriate, present reports and trend analysis at meetings, in order that operational decision making is based on evidence and high-quality analysis.

Deal with general enquiries from operational 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.
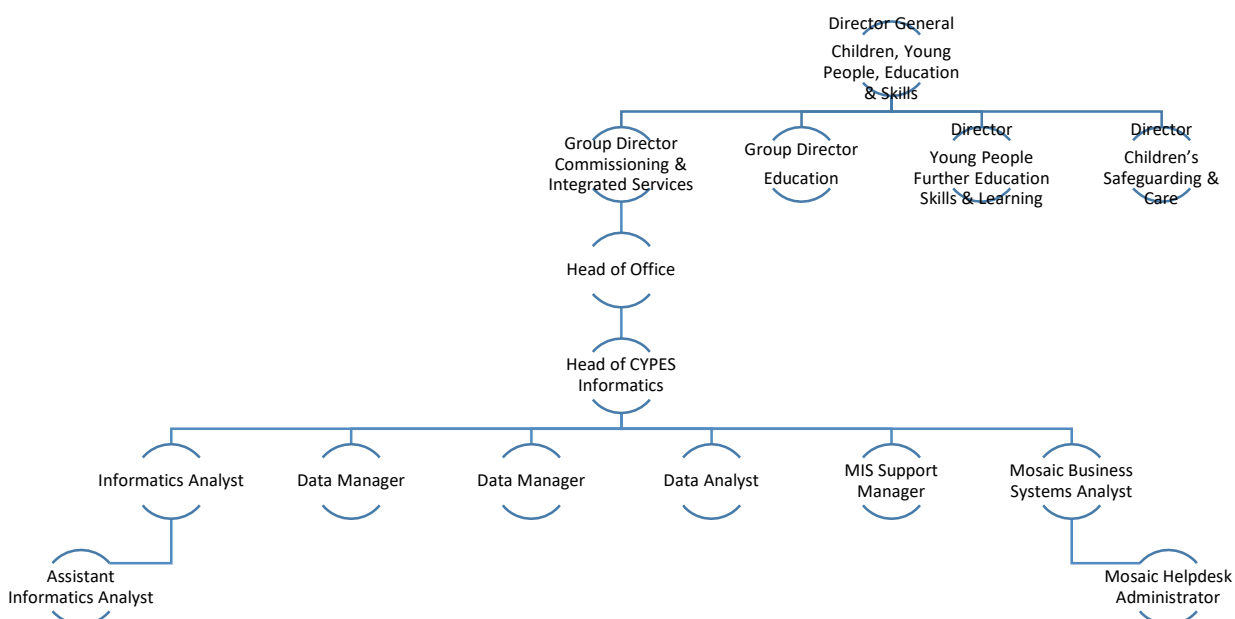
Keep up to date with best practice initiatives from external bodies (e.g. Statistics Jersey, Office for National Statistics, and other bodies relevant to the business area e.g. Ofsted and/or UK Local Authorities) and ensure compliance where appropriate. Keep senior managers advised of these initiatives 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.

Organisational structure

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to degree level in a subject with a significant numerical component and/or have proven analysis skills gained through work experience	
Knowledge	An in-depth understanding of information flows. Competence in data mining and analysis. Good understanding of information systems and data, and how these are used to provide management information and support benchmarking. Knowledge of quantitative and qualitative research methods, business intelligence and analytical techniques. Understanding of how data and analysis can be used to improve service performance and outcomes.	
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. Children's Social Care/Elderly Help). Use of Microsoft Office suite (Excel, Word, Powerpoint etc) and other industry standard report writing tools (e.g. SQL, SSRS,PowerBI, 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. Knowledge of project management principles and processes, with an understanding of how these can be applied.	
General Skills/Attributes	Highly customer focused - excellent interpersonal skills and ability to build and maintain successful working relationships. Ability to work collaboratively and develop strong working relationships. Excellent verbal and written communication skills, producing reports/documentation to a professional standard with an ability to communicate complex issues in a simplified, comprehendible way that drives action.	

	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. Exceptional attention to detail.	
Experience	Experience working with complex datasets. Experience of managing a workload with often changing priorities. Experience working in the public sector and/or the business area of the role (e.g. Children's Social Care/Elderly Help).	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey Tier 6 core accountabilities, attributes and behaviour indicators.