

Job Description

Job Title: Business Intelligence Lead for one of the four Business Systems Management & Intelligence (BSMI) Spokes <ul style="list-style-type: none"> • Environment & Sustainable Transport • Inclusive Economy & Housing • Corporate Centre • People 	Department: Change and Insight
Directorate: People, Policy and Performance	Job Number: JE Reference: 64333 & 6434
Grade: PO6/P07	Date last updated: June 2022

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and Diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Protecting our Staff and Services

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Corporate parent

Every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall purpose of job

The council understands the importance of technology for improving services and reducing costs. This can only be achieved if BSMI staff understand their service specifically. Technical skills are critical, but equally important is the ability to apply that technical discipline to their own environment, listening to service managers, and working collaboratively to support and improve the service. That spirit informs every element of this job description.

1. To develop the Business Intelligence service for the relevant service area * into a professional, people centred service that makes the most of the council's technology, using the intelligence it produces to support staff to take better decisions, delivering value for money.
2. To ensure that service activity can be accurately reflected through reporting, whether through standard functionality in the line of business systems, bespoke queries or dashboards.
3. To provide a service which develops an evidence base to support Executive Directors in formulating and implementing policy.
4. To ensure that compliance with information security legislation and council policies and procedures runs through all the team's activities.

The role is expected to operate at SFIA (Beta 8) level 4 ([Level 4 - Enable — English \(sfia-online.org\)](#))

Job Context

1. The post holder reports to the Head of Business Systems Management and Intelligence spoke.
2. The postholder has staff management responsibility for spoke business intelligence.
3. The postholder will be working within the council's agreed strategy for data management, research, analytics and performance, paying particular attention to the information security policies managed by IT.
4. The post holder may be required to work some evenings, weekends and occasional public holidays in order to meet service requirements.
5. The post holder has specific Health and Safety responsibilities in respect of the Corporate Data and Digital function.

Key Tasks and Accountabilities at PO6 Level

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

6. Collaborate with local managers and BSMI colleagues to understand what outputs or outcomes they are interested in and the processes and systems that create the data.
7. Evaluate the need for analytics, assess the problems to be solved and what internal or external data sources to use or acquire.
8. Select, acquire and integrate data for analysis.
9. Advise on appropriate use of data visualisation for different purposes and contexts to enable requirements to be satisfied.
10. Develop plans showing how the identified user needs will be met.
11. Format and communicate results, using textual, numeric, graphical and other visualisation methods appropriate to the target audience.
12. Apply a range of mathematical, statistical, predictive modelling or machine-learning techniques in consultation with experts if appropriate, and with sensitivity to the audience.
13. Work to continuously improve the quality and accuracy of insights, monitor overall progress and resolve issues in increasingly automated and streamlined ways. Help to evaluate key initiatives in the relevant service area* in terms of customer impact and benefits.

14. In delivering to the council's data management strategy, the postholder will
 - Assess the integrity of data from the service area* systems.
 - Work with stakeholders (BSMI colleagues and local managers) to ensure that data issues identified by the team are acted upon.
 - Work with colleagues within BSMI and across the service area to improve data quality.
15. Contribute to the development of analytics policy, standards and guidelines.
16. Ensure that the team adheres to the council's information security and assurance protocols.
17. Deliver against the Newham Democracy and Civic Participation Commission aspirations to democratise information and data, opening it up to others and developing a collective intelligence that will facilitate a better understanding of how the council and its partners can best support local people.
18. Ensure that the Spoke Business Intelligence function staffing structure operates to professional and recognised standards and frameworks such as ITIL, Prince2, Agile and is mindful of national developments on artificial intelligence to ensure that the service continues to operate in line with nationally recognised ethical standards.
19. To discharge the relevant statutory duties and responsibilities in relation to Equality and Diversity, promote, and champion equality and diversity in the delivery of all Council activities, service provision and employment practice.
20. Build effective relationships with stakeholders inside and outside the council.
 - Locally, to ensure that BSMI staff understand the service they are working in so that they can apply their technical knowledge effectively.
 - Across the council to collaborate with and learn from BSMI colleagues in other directorates and IT.
21. Across professional networks to collaborate with data and analytics leads in similar and partner organisations to enable the service to better respond to challenges

Specific tasks and Accountabilities including the above and below at PO7 level

22. Lead the business intelligence spoke function, ensuring that the team can deliver performance reporting, statutory returns, ad hoc queries and dashboards in line with local service priorities.
23. Create a culture of promoting data and insight to drive digital decision making, in order to continuously increase the value
24. Develop team capabilities to drive innovation, horizon scanning, monitoring emerging technologies, assessing their impact, threats and opportunities to the council.
25. Ensure that the team adheres to the council's information security and assurance protocols.
26. Lead and develop the performance management and skills development of the BSMI and Data and Digital team, ensure performance appraisal procedures are carried out and that there is full compliance with the Council's HR policies and procedures, including sickness absence, conduct, capability, business reorganisation and Health and Safety.
27. To ensure that the team can respond and support the Councils business continuity and resilience policies. To participate in the Councils emergency arrangements at the appropriate level.

Person Specification

Job Title: Business Intelligence Lead	Department: Change and Insight
Directorate: People, Policy and Performance	Job Number: JE Reference: 6112
Grade:	Date last updated: June 2022

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY</p> <p>We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p>	
<p>QUALIFICATIONS:</p> <p>Degree or equivalent work related attainment or experience.</p> <p>Evidence of professional development through attainment of recognised accreditation, in particular ITIL V4, Prince2, Agile. (please provide registration numbers) or willing to work towards the relevant accreditation, e.g. ITIL within a defined timescale.</p>	<p>Application Form</p> <p>Application form/relevant registers</p>

KNOWLEDGE

Knowledge and understanding of current developments and legislation and statutory requirements affecting the relevant service area*, particularly in relation to business intelligence.

Knowledge of data extraction, organisation and visualisation techniques, in particular SSRS, Excel and PowerBI, and Python/R.

Knowledge of relational databases.

Broad understanding of statistical concepts and techniques, ideally including use of Python/R.

Understanding of master data management and its purpose.

EXPERIENCE:

Demonstrable leadership and management in a similar service area.

Experience of managing relationships across and between organisations in a collaborative and positive way.

Experience of business intelligence (performance & statutory reporting, data extraction and visualisation) in the relevant service area.

Experience of data extraction and visualisation techniques, in particular SQL, Excel and PowerBI in the relevant service area.

Experience of implementing and using industry standard frameworks, e.g. ITIL.

Experience of data management in a large and complex organisation

Some experience of business analysis for reporting.

Substantial experience of delivering against set objectives and achieving corporate targets.

Demonstrable record of strategic team management, including managing and developing staff for results.

Experience of producing work programmes and project plans.

<p>Experience of working with a range of diverse stakeholders and individuals to influence and persuade.</p>	
<p>SKILLS AND ABILITIES:</p> <p>Focused manager who is capable of engaging colleagues to achieve results.</p> <p>Ability to exercise effective leadership as a member of the BSMI spoke management team and as the Business Intelligence team lead.</p> <p>Ability to lead and motivate a team and of developing a performance culture.</p> <p>High level of capability in data extraction and presentation using SQL, PowerBI.</p> <p>Ability to draw together information and data in order to use it more efficiently and effectively to support change and the drive for efficiency.</p> <p>Ability to bring together customer insights from analysis, research and campaign performance analysis to provide clear and comprehensive insights for the relevant service area.</p> <p>Able to communicate complex concepts in a clear, concise way and simplify the insights down into key actions that local managers can focus on.</p> <p>Excellent interpersonal skills, high level networking and influencing skills.</p> <p>Ability to prioritise, manage workload and set clear objectives for self and staff.</p> <p>Demonstrable high level team working skills and a proven ability to work effectively across a range of disciplines and services.</p> <p>High standards of literacy, numeracy and communication skills.</p> <p>Proven ability to deliver objectives within agreed timeframes.</p> <p>Ability to operationalise strategic business planning.</p>	<p>Application Form & Interview unless otherwise stated.</p> <p>Test at interview</p>

<p>Ability to deal with difficult and sensitive situations including decision making on competing pressures.</p> <p>Ability to establish positive working relationships and to understand and anticipate issues of political sensitivity.</p>	
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Highly professional with integrity and the ability to quickly establish credibility with staff, senior managers and elected members, able to inspire confidence in self and service.</p> <p>Convincing in terms of a capacity to translate broad objectives into effective practical steps.</p> <p>Demonstrates a strong need to achieve, setting high standards for self and others.</p> <p>Uses political judgement and sensitivity.</p>	<p>Interview</p> <p>Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>DSB check will be carried out for this post.</p> <p>Willingness/ability to work out of hours.</p>	<p>Interview and application form.</p>