

Job Description

Job Title: Business Intelligence Developer	Service: BSMI& PSH
Division/Section: Housing	Job Number: 10020928 JE Number: 7065
Grade: PO4 – PO7	Date last updated: July 2023

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.

Overall Purpose of Job

1. To make efficient use of ICT systems to provide data to enable performance to be managed and improved.
2. To ensure reports and dashboards are written to effectively extract data from key systems.
3. To create, maintain and support reporting software and associated tools.
4. To support and manage key processes and systems for services supported by BSMI (Business Systems Management Information hub), including IDOX Uniform (enterprise case record workflow), SSRS reports and dashboards, automated print and fulfilment processes and requirements and Power Bi for analytics and self service dashboards and KPI's.
5. To work collectively and collaboratively with managers and officers supported by BSMI across services and within the BSMI spoke to deliver a coherent approach to performance and service improvement.
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.

Job Context

1. The postholder reports to the Services supported by BSMI Product Development Lead
2. The postholder has no line management responsibility.
3. The postholder has no budget responsibility.
4. The postholder may be required to work evenings, weekends and occasional public holidays, in order to meet services requirements.

Key Tasks and Accountabilities

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

1. To lead on developing and maintain complex reports from key information systems used by Services supported by BSMI to ensure that management and performance information is available and built to spec.
2. To solve information problems through identifying better ways of using data from key systems.
3. To lead on identify enhancements in our data provision and make key decisions in order to improve performance and identify information needs within Services supported by BSMI.
4. Work closely with services to create innovative reporting and monitoring solutions that improve existing business processes, support the strategic use of Business Intelligence, and exceed internal and external customer expectations.
5. To develop and maintain a working knowledge of key information systems used by areas responsible, namely IDOX Uniform and associated products such as public access, mobile technologies and API capabilities including case record workflow.
6. To work independently with services to analyse, evaluate and report on data from key systems. Requirements capture and translating user requirements into technical specifications.
7. Evaluate the need for analytics, assess the problems to be solved and what internal or external data sources to use or acquire.
8. To maintain knowledge of developments in the availability of reporting software including work with our corporate ICT where required, to identify, develop and make use of the most appropriate reporting software available.
9. To train and support other staff in the use of reporting software.
10. 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.

11. To work with service managers to identify changes to key systems and processes required as a result of service improvements and work with them to ensure performance and management information can be effectively reported.
12. Lead for the business intelligence function for private Sector Housing, ensuring that the team can deliver performance reporting, statutory returns, ad hoc queries and dashboards in line with local service priorities.
13. To lead on delivering 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.
14. Develop plans showing how the identified user needs will be met.
15. Advise services on appropriate use of data visualisation for different purposes and contexts to enable requirements to be satisfied.
16. Apply a range of mathematical, statistical, predictive modelling or machine-learning techniques in consultation with experts if appropriate, and with sensitivity to the audience.
17. 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.
18. To positively contribute to the development of the business intelligence, performance reporting and analysis functions of services supported by BSMI.
19. SSRS report writing, Power BI analytics, SQL querying, ORACLE view maintenance and data analysis against the Uniform database in line with specifications.
20. To lead on configuring and producing reporting capabilities for KPI's across key work streams and to devise creative and appropriate ways to publish these online to our external stakeholders.
21. To lead on ensuring 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.
22. To lead on ensuring 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.
23. To lead on services legislative compliance with how data is made available in the public domain for services public registers. Usage and configuration of third party software for our public access portal to ensure correct data is shown and in accordance with data retention and GDPR.

24. To lead on developing the team capabilities to drive innovation, horizon scanning, monitoring emerging technologies, assessing their impact, threats and opportunities to the council.
25. Create a culture of promoting data and insight to drive digital decision making, in order to continuously increase the value
26. Back office system workflow task building/maintaining (Enterprise) using SQL/C#, configuration and support across all business processes captured and configured in the back office system being IDOX Uniform.
27. Across professional networks to collaborate with data and analytics leads in similar and partner organisations to enable the service to better respond to challenges
28. Build effective relationships with stakeholders inside and outside the council.
 - Locally, to ensure that PSHG officers understand the service they are working in so that they can apply their knowledge effectively.
 - Across the council to collaborate with and learn from colleagues in other directorates, BSMI, and oneSource IT.
29. Work to continuously improve the quality and accuracy of insights for services, 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.
30. To carry out other appropriate duties requiring VBA/C# coding to the remit of the Services supported by BSMI Service and grade of the post, which may be reasonably required from time to time.

Person Specification

Job Title: Business Intelligence Developer	Service: BSMI?
Division/Section: Community Infrastructure	Job Number: JE Number:
Grade: Indicative PO4 –PO7	Date last updated: July 2023

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, 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 short listed. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>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.</p> <p>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.</p>	
<p>KNOWLEDGE:</p> <ol style="list-style-type: none"> Advanced knowledge of data analysis and spreadsheet packages, such as Access, SSRS, Excel, and PowerBI Knowledge and understanding of complex relational databases. Knowledge and understanding of performance management techniques. 	<p>Application/Interview/Test</p> <p>Application/Interview/Test</p> <p>Application/Interview</p> <p>Application/Interview/Test</p>

4. Knowledge and understanding of project management techniques.	Application/interview
<p>QUALIFICATIONS:</p> <p>1. No one specific qualification required but should have a qualification at graduate level or equivalent work related attainment that includes statistics, finance or ICT and advanced specialist training in reporting and data analysis.</p>	Application
<p>EXPERIENCE:</p> <p>1. Experience of performance analysis</p> <p>2. Experience of defining and building complex performance reports from key business systems</p> <p>3. Experience of managing complex projects</p> <p>4. Experience of interpreting and communicating complex issues in a readily understandable way</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview/Test</p>
<p>SKILLS AND ABILITIES:</p> <p>1. Able to communicate complex issues in a readily understandable way, both orally and in writing.</p> <p>2. Advanced use of IT, including data analysis and spreadsheet packages such as Access, SSRS, Excel and PowerBI</p> <p>3. Able to analyse large volumes of complex data.</p> <p>4. Able to think creatively and provide innovative solutions to complex ICT challenges</p> <p>5. Able to work on own initiative, manage conflicting deadlines and work well under pressure.</p> <p>6. Able to cope under pressure and ensure deadlines are met whilst maintaining a high quality of work</p>	<p>Application/Interview/Test</p> <p>Application/Interview/Test</p> <p>Application/Interview/Test</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview /Test</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>1. Good interpersonal skills, ability to communicate effectively, able to listen, influence and persuade.</p> <p>2. Able to work effectively both as part of a team and on own initiative.</p>	<p>Application/Interview</p> <p>Application/Interview</p>

<p>3. Knows when to draw matters to the attention of management but always seeks to provide solutions to problems in doing so.</p> <p>4. Attends to detail without losing sight of wider picture.</p> <p>5. Listens to the points of view and able to appropriately put forward an alternative view where necessary.</p> <p>6. Credible with other officers and able to gain their commitment.</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p>	<p>A Basic Disclosure (Scotland) check may be carried out for this post.</p>