

Job Description

Post title	Team Leader Business Intelligence	Grade	H
Department	Transformation - Policy and Performance	Post ref	API1200

Overall job purpose

To lead. the Business Intelligence and Performance Management team as key enablers in ensuring the Council benefits from a joined-up approach in the development of key performance frameworks and data analysis and place intelligence which supports continuous service improvement across the Council.

To support the Service Manager Performance and Improvement in providing effective performance management for the Council, its services and key partnerships. Act as the Council's professional lead for performance management.

To drive the delivery of performance management, improvement and the priorities of the Corporate Plan through working across the Council.

To drive and lead the development and use of Council data and place data as levers for cross council service business improvement.

Reporting relationships

Reports to:	Service Manager Performance and Improvement
Responsible for:	Business Intelligence Officer Business Intelligence Assistant Address and Gazetteer Officer

Key tasks and responsibilities – post specific

Lead on the delivery of performance, insight and intelligence to support the Council Plan priorities and outcomes Ensure effective monitoring, reporting and challenging of performance to drive the continuous improvement of the Council, raising the profile of performance management in driving change and improvement in service delivery.

Working with Directorates, facilitating and leading service data reviews as required, particularly taking the lead for large scale, complex reviews of data, performance and business intelligence. Transfer data improvement skills and techniques to Managers, including powerbi and data modelling methodologies

Lead on the development/refresh of business intelligence solutions to inform and improve both Place and Council's priorities, with a focus on continuous improvements based on service priorities, customer priorities, data and insight.

Lead on the production of regular monitoring reports/dashboards incorporating a range of information for senior officer meetings and project boards, seeking commentary from senior officers and gaining appropriate approvals and clearance where required. Ensure the effective analysis and presentation of data and other information for appropriate audiences, giving particular regard to the needs of members and customers.
Lead the review and ongoing development of the Council's Performance Management Framework, leading on setting of measurable corporate performance objectives, and regularly review and initiate new ways of improving the collection and reporting of corporate performance information via current systems as well as any new future solutions. Lead the development of Pentana as a performance management and strategic planning tool
Provide professional advice, guidance and leadership to Service Directors in relation to performance management, and related data and information activity.
Develop close working relationships with strategic partners to liaise, influence and improve business intelligence and performance, and process, in order to improve and inform both place and Council decision-making. Promote the work of the team both with the organisation and externally, sharing best practice and building networks to ensure opportunities for partnership working are established
Scrutinise business intelligence and data management and ensure compliance with Council processes, local and national guidelines and legislation.
Analyse and interpret changes in government legislation and policy as required to ensure that the Council/Department is meeting its responsibilities and is sensitive to changes in direction from government that need to be addressed in the Department, ensuring that Managers' attention is drawn to any potential policy developments which may impact on the performance management of the Council.
Lead on a range of data analysis projects and tasks ensuring robust data quality and presentation, including the oversight of spatial data analysis Council-wide, developing policies and procedures to ensure the improvement of data quality and presentation and its ownership across the council.
Work with the Service Manager Performance and Improvement to provide high level advice to senior management and Members to deliver performance improvement including support for meeting quality standards as required.
Lead the facilitation of consultation and engagement to inform decision making and drive improvement and lead the development of appropriate customer engagement across the organisation. Develop and manage the Council's approach to customer insight, whilst also leading the development and effective use of the Citizens Panel.

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values and codes of behaviour.

Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management

objectives are delivered and other risk management activities effectively implemented and monitored.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.

Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:

Date: