

JOB DESCRIPTION

Job Title:	Business Support Data Analyst		
Directorate:	People's	Salary:	£30,024 - £35,412 per year Plus £729 London Weighting
Section:	Business Support Team	Grade:	BG-H SCP 15 - 24
Location:	Time Square	Work Style:	Flexible

Key Objectives of the role

- To coordinate the work relating to hospital discharges and admission avoidance for Intermediate Care.
- To work closely with the Adult Care Teams, including Early Intervention and Preventions, and Hub. Intermediate Care Service and with health and social care partners in order to fulfil the role
- To gather, analyse and report data and information, in a variety of formats, prioritising competing demands.
- To support day-to-day Power BI usage and reporting across Adult Social Care, including running and refreshing reports/dashboards and providing clear performance insight to operational leads.

Designation of post and position within departmental structure

Reports to the Business Support Team Manager.

Director of People's Directorate

Assistant Director: Adult Social Care

Head of Service for Adult Community & EICS/Hospital Teams

Business Support Team Manager

Business Support Analyst

Business Support Assistants

Daily and monthly responsibilities

- Lead on the creation and delivery of training programs to upskill colleagues in data analysis, visualisation, and interpretation.
- Develop and maintain high-quality, accessible data outputs that meet business needs and support strategic decision-making.
- Drive continuous improvement by identifying opportunities to enhance data processes, reporting mechanisms, and analytical capabilities.
- Track people through the Intermediate Care Service.
- Supply accurate business intelligence and reporting to support the development of services.
- Provide weekly, monthly and quarterly reports for Head of Service within Bracknell Forest LA and Berkshire Health Foundation Trust.
- To liaise and communicate with other agencies as appropriate to the role, this will include (but is not limited to) members of the public. Berkshire Health Foundation Trust, Forest Care, and external suppliers.
- To ensure Spreadsheets are kept up to date to collate information to inform analysis and outcomes for the service and provide information to Head of Service and Community Services Managers.
- To produce and refresh routine Power BI reports/dashboards for Adult Social Care, carrying out basic data checks, investigating anomalies, and providing regular summary commentary, including building, and responding to ad-hoc reporting requests.
- To produce quarterly reports to support funding streams via the Better Care Fund.
- To support in the collation of evidence and data for the provision of Care Quality Commission inspections.

Scope of role

Collation of stats to inform outcomes and analysis of the service. Therefore, the post holder is expected to maintain high standards at all times, the service deals with sensitive and complex issues. This is a high-profile service within the authority, as it relates to a statutory responsibility of the council.

The Post holder will work closely with the Community Services Managers, Assistant Community Services Managers and the wider team. In addition, link directly into senior operational managers to provide timely and relevant information.

There is no direct budgetary responsibility, but there is an expectation for the post holder to be financially aware.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete

statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>5 GCSE's (grade C / 4 or above) or equivalent including Maths and English</p> <p>Evidence of working with charts, spreadsheets etc in Excel</p>	<p>Experience of power BI</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare</p> <p>Good interpersonal skills with the ability to build rapport with individuals and teams easily</p> <p>Excellent verbal and written communication skills with a high attention to detail</p> <p>Excellent telephone manner</p> <p>Effective time management and prioritisation skills with the ability to meet deadlines</p> <p>Able to work on own initiative, plan and organise own workload, recognising when to seek advice</p> <p>Confident and competent in the use of Microsoft packages including Excel, Word, PowerPoint, Outlook and internet-based packages, including day-to-day use of Power BI to run, refresh, build and adapt reports/dashboards for performance reporting (including using Power Query and creating/amending measures with basic DAX)</p> <p>To be able to analyse and interpret data and information to support the development of services</p> <p>To be able to report data and information in a variety of formats</p> <p>Knowledge of equal opportunities, confidentiality and data protection</p>	<p>Knowledge and understanding of the role of adult social care</p> <p>Knowledge of LAS system and Smart office</p> <p>Knowledge of RIO Health system</p> <p>Working within health and or social care environments</p>

<p>Work-related Personal Requirements</p>	<p>Able to work in a busy and demanding environment.</p> <p>Able to manage, motivate, inspire and empower others.</p> <p>Able to cope with and adapt to changing circumstances and priorities.</p> <p>Receptive to new ideas and able to accept and support individuals through change.</p> <p>Self-motivated with ability to work with minimal supervision.</p>	<p>Genuine interest in people and a commitment to ensuring that people with Adult Social Care Needs have maximum choice and control over their own life.</p> <p>To hold a full UK driving licence (or valid equivalent).</p> <p>Non-UK licences must be converted to UK licences in the first six months of employment</p>
<p>Other Work Requirements</p>	<p>Able to work in a busy and demanding environment</p> <p>To be able to work as part of a team and across organisational boundaries.</p> <p>Able to work with confidential material.</p> <p>Able to cope with and adapt to changing circumstances and priorities.</p>	
<p>Role models and demonstrates the Council's values and behaviours</p>	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>	

All staff should hold a duty and commitment to observing the Council's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

