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| **Role Title** | **BI Developer** |
| **Competency Level** | **Principal Officer/Manager** |
| **Pay Range / Scale** | **PO6** |
| **Purpose*** To design and implement complex data processing, management and analytics solutions which enable the delivery of accurate, timely and high-quality Business Intelligence products.
* Utilise modern business intelligence technology and data and insight practices to support council objectives.
* Lead the development and delivery of programmes and projects to improve the availability, accessibility, timeliness and usability of data and intelligence across the Council.
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| **Role Specific Accountabilities:** | **End Result/Outcomes** |
| Engage with key stakeholders to identify, assess and document the requirements for data processing, management and analytics solutions. | The data requirements of relevant services are identified, agreed and documented.Opportunities for innovation and transformation in the design and delivery of work in Business Intelligence are identified and maximised. |
| Design, implement and manage new data processing pipelines including ETL solutions (extract, transform, load). | Available technology is used effectively to maximise the value generated from the Council’s data.Data processing solutions are effective, secure, reliable and scalable. Business Intelligence and analyst teams in the Council can easily access and use data to analyse and report on the activity and performance of Council services. |
| Design and implement new data analysis and reporting solutions, including complex data modelling and analytics in Power BI. | Comprehensive, accurate and flexible data analysis and reporting solutions are developed to meet agreed requirements. |
| Lead the design and delivery of Business Intelligence projects and initiatives. | Business Intelligence projects are planned, managed and delivered successfully.Specified outputs are delivered in line with agreed budgets, timescales and quality expectations.Projects are evaluated and lessons learnt are used in the planning of future initiatives.  |
| Work with other team members and services to test new Business Intelligence solutions and transfer into ‘business as usual’ practice for the Council. | New Business Intelligence solutions are effectively tested to ensure they produce high-quality results.New Business Intelligence solutions are adopted effectively into ‘business as usual’ practice. |
| Develop and maintain comprehensive and accessible documentation to explain the technical details and design of new Business Intelligence solutions. | Implemented Business Intelligence solutions can be readily understood by other Business Intelligence team managers, and other Business Intelligence developers.Business Intelligence solutions can be easily maintained and updated when changes are required. |
| Design and deploy advanced techniques to identify and assess data quality issues and develop solutions to ensure issues are resolved effectively and systematically. | Creative techniques and solutions are developed and implemented to identify and resolve data quality issues.Information and data is made available and used to enable services to manage and resolve data quality issues.  |
| Identify and develop innovative solutions to improve the efficiency, effectiveness and automation of data processing and reporting. | Business Intelligence teams implement new ways of working with optimised efficiency, effectiveness and automation. |
| Maintain a good and up-to-date knowledge of Business Intelligence technologies and methods, and work with team managers to develop and assess options for change and investment. | Business Intelligence teams have a full understanding of new Business Intelligence technologies and methods.Options for change and investment are assessed and presented through business cases. |
| Work with team managers to develop and implement new Business Intelligence and data reporting strategies and approaches for the Business Intelligence service and the Council. | New Business Intelligence and data reporting strategies are developed based on a good understanding and assessment of relevant issues and the potential options.New strategies are planned and implemented successfully in order to achieve improvements in approaches to Business Intelligence and data reporting. |
| Work with other members of the service to transfer specialist knowledge and skills in the use of Business Intelligence tools. | Other members of the service are able to extend their knowledge and skills in the use of a range of Business Intelligence tools. |
| Ensure that new Business Intelligence solutions are developed and implemented according to the principles and requirements of the Data Protection Act 2018 | Business Intelligence solutions are secure and compliant with the principles and requirements of the Data Protection Act 2018.Risks to the security and protection of personal and sensitive data are identified and resolved. |
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| **Generic Accountabilities** | **End Result/Outcomes** |
| Plan and organise work to ensure the delivery of those aspects of the service for which responsible.  | Work is completed on time and to the quality and standards required. Changes to priorities are accommodated.Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.Professional and legal compliance is assured. |
| Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary. | Activities are undertaken according relevant guidelines / regulations / procedures.Customer / stakeholder views are available to inform recommendations.Data and measurements are accurately recorded. |
| Collate, process and analyse complex information. Ensure all required records and information are maintained correctly.  | Information / applications are processed according to procedure.Information is managed efficiently and accurately.Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.  |
| Prepare and present results / responses / reports / recommendations.  | Accurate, complete and relevant information / reports are provided for internal and/or external use.Issues are clearly summarised, progress and implications are reported.The council’s position is clearly stated. |
| Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints. | Information, advice and support are accurate, timely and constructive.Problems are identified.Issues are managed through to a satisfactory conclusion, or escalated if appropriate.Risk to the Council / customers is minimised. |
| Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.  | Requirements are effectively identified.All materials / activities are delivered to the required standards and timescales.Information / activities achieve desired results. |
| Challenge customers’ practice and minimise risk, referring concerns to line manager. | Customer risks are assessed.Relevant health, safety and welfare requirements are met. |
| Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems. | Improvement opportunities and plans to achieve them are identified and recommended.Agreed improvements are developed, delivered and evaluated.Changes are effectively communicated to others. |
| Lead projects or improvement programmes, or contribute to the delivery of larger projects | Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.Projects are delivered to agreed specification, timescales and budgets.All project documentation and reports are completed correctly. |
| Support others in their development, including external organisations / customers where appropriate. | Identify any changes that may impact the service / profession.Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback). |
| Develop good working relationships and communicate effectively with internal/external organisations and stakeholders. Represent specialist area internally and externally. Model, demonstrate and promote good practice relevant to the role. | Relevant work area reputation is maintained or enhanced.Stakeholders are engaged with activity relevant to them.Positive feedback is received from stakeholders.Communications are clear, well planned and effective.Best practice is shared and promoted. |
| Support partnership agreements and partnership working within area of responsibility. | Activities which support partnership working are effectively delivered.Partnership working groups produce valid and timely outputs. |
| Contribute to service / business plans for area of responsibility and to wider service planning and development activities. Contribute to budget planning as required. | Service / business plans reflect input.  |
| Quality check documents, decisions and / or presentations before delivery | All work meets the required standards |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |

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| **Nature of Contacts** |
| * Typically involves Directors, Heads of Service and Managers across the Council, and external agencies and organisations.
* Work directly with colleagues at all levels (including Heads of Service and Directors) to advise on and influence their approaches to management and use of data, to gather and exchange information and co-ordinate actions.
* Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically, including senior management.
* Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain effective joint working and promote the Council position.
* Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.
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| **Procedural Context** |
| * Work within a policy framework and regulatory guidelines, applying specialist knowledge of systems, procedures and best practice relating to Business Intelligence.
* Work to broad managerial direction to ensure performance standards and expectations are met.
* Deal with technical and contentious non-technical matters relating to the management and use of sensitive data and information, often requiring significant influence and persuasion of a complex range of stakeholders.
* Has responsibility for developing solutions to enable the monitoring and evaluation of performance across a range of sensitive, high-profile and statutory services, for making recommendations for change and for managing their implementation.
* Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.
* Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service.
* Provide specialist advice and support to colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.
* Accountable for proper use and security of sensitive data, information, resources, equipment and/or facilities within area of responsibility.
* Use high levels of creativity and initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.
* Based at Waltham Forest Town Hall. Occasionally the post may be expected to work from other locations
* Works within a service of around 16 employees. Reports to Families Business Intelligence Development Manager.
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| **Resourcing** |
| Budget Responsibilities:* None.

Supervisory Responsibilities:* No direct line management responsibility, but the role will involve some supervisory responsibility including on the job training and quality assurance of others’ work.
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| **Knowledge, Skills and Experience**  |
| * Relevant experience in a similar specialist data analysis function, with evidence of specialist knowledge and work responsibilities appropriate to the role.
* Highly numerate, with excellent analytical and problem-solving skills.
* Ability to communicate effectively using a wide variety of media and methodologies, including written, oral and visual means of communication.
* Advanced understanding and experience of how data is organised and managed in complex business environments, including relational databases and data processing such as ETL (extract, transform, load).
* Advanced knowledge and experience of extracting and manipulating data using coding languages such as SQL, R and/or Python.
* Experience using ‘cloud’ platforms for management of data and analytics (such as Microsoft Azure, Google Cloud Platform or Amazon Web Services).
* Advanced knowledge and experience of complex data analysis tools and methods, including data preparation and analysis in Power BI (M queries, DAX) and the design and implementation of star schema for data analytics.
* Thorough understanding of the requirements of GDPR and Data Protection Act 2018 and ability to design and implement approaches to ensure compliance.
* Well-developed interpersonal, persuasion and negotiating skills.
* Experience of providing information and advice to key decision makers, including service directors and senior stakeholders.
* Experience of successfully managing and delivering projects or programmes
* Self-motivated, enthusiastic and driven to achieve success.
* Ability to think strategically and see the bigger picture, as well as attend to detail.
* Ability to develop creative and innovative solutions for technical and non-technical challenges.
* Resilient in the face of competing priorities and a demanding workload.
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| **Indicative Qualifications** |
| * Degree or equivalent or vocational qualification in relevant subject or area.
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| * Evidence of Continuous Professional Development
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*The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed*