Job Description

POST TITLE: **Operational Data Analyst**

DIRECTORATE: **Climate, Homes and Economy**

SERVICE: **Benefits and Homeless Prevention**

GRADE: **PO2**

LOCATION: **Hackney Service Centre**

RESPONSIBLE TO: **Subsidy and Learning & Development Manager**

Main duties and responsibilities

Control point for external reporting
1. Assisting the national evaluation of any grant funded initiatives by provision of data, as well as coordinating requirements to inform new and ongoing central government (for example: Ministry of Housing and Local Government) requests including additional funding opportunities related to Housing Benefit and Homeless Prevention as well as any changes on Welfare Reforms

Production of periodic progress reports
2. Produce and present written reports, briefing notes and presentations as required

Transformation Projects
3. Work collaboratively with the Council's Transformation Teams to develop and drive the delivery and impact strategy to gather subject intelligence pertaining to various service transformation and business as usual priorities

Data & Insight
4. Ability to construct and effectively communicate data stories using data visualisation techniques and narrative storytelling with the use of Qlik and equivalent software

5. A passion for using business intelligence tools to provide meaningful data analysis to the Benefits and Homeless Prevention Service to inform service development and design, and to inform Council and Partnership Boards

6. Use business intelligence tools to interrogate, scope, script and model dashboards and other insight to inform the Benefits and Homeless Prevention Service priorities, including Freedom of Information requests.

7. Ability to understand the Benefits and Homeless Prevention Service business processes and translate information held within multiple case management systems into technical language using the corporate Business Intelligence solution, Qlik, characterised by high-volume and high dimensionality

8. Use business intelligence tools to interrogate, scope, script and model dashboards and other insight to inform Climate, Homes and Economy directorate management information needs

9. Facilitate reporting requirements to support the Temporary Accommodation Transformation work stream, including the development and maintenance of periodic data and insight to inform a broad range of forums and audiences

Other

10. To work with commissioners and operational service lead officers across organisations to understand the requirements to be met in setting up and maintaining a Quality Assurance Framework

11. To contribute to ensuring that appropriate information sharing and data governance arrangements and procedures are in place and complied with across partner agencies to inform the Benefits and Homeless Prevention priorities

12. To manage own workload as directed and organise and plan work activities taking into account the need to prioritise tasks and responsibilities

13. To take responsibility for your own professional development by actively engaging in supervision, Extended Check Ins, training and research activities

14. To contribute to learning and data maturity across the organisation including the ongoing promotion of creativity and flexibility in the management and application of IT to align with corporate digital transformation priorities

15. To undertake any duty as required, commensurate with the level and grade of the post

N.B. All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Hackney is committed to safeguarding and promoting the welfare of children and vulnerable adults and operates stringent safer recruitment procedures.

This role is subject to an enhanced DBS Check.

LONDON BOROUGH OF HACKNEY

H Hackney

JOB TITLE: Operational Data Analyst

DIRECTORATE: Climate, Homes and Economy

SERVICE: Benefits and Homeless Prevention

GRADE: PO2

LOCATION: Hackney Service Centre

RESPONSIBLE TO: Business Intelligence Analyst

Education, Training and Qualifications

● Degree level qualification or equivalent by experience

● Relevant knowledge and experience of statutory / non statutory data requirements across Benefits and Homeless Prevention Service

● Knowledge and / or use of Benefits and Homeless Prevention Service digital case management systems such as Jigsaw, Academy, Housing Rent Systems and NEC

Knowledge, Skills & Abilities

1. Understanding of data sharing and data protection issues and experience in working in this framework,

2. Experience of direct involvement in the preparation and / or presentation of documents and reports and the ability to prepare summary performance information and analysis to inform performance evaluation and future policy.

3. Experience of cross-sector partnership working with both the voluntary and independent sector.

4. Ability to think analytically, to create and use concepts to explain and interpret situations, link pieces of information, create and communicate a rich pool of ideas and positive practical action to deliver the vision.

5. Ability to use innovation and use software packages i.e. advanced statistical analysis for interrogating and presenting of analytical information to various audiences

6. Ability to communicate effectively and build relationships with internal and external staff / partners

7. Ability to contribute to and maintain and develop organisational effectiveness.

8. The ability to research issues, collect and analyse data, and present information clearly - communicating research, intelligence and data analysis to a range of external and internal audiences – and to use presentation tools – for example Google Slidedeck.

9. Ability to work in a pressurised environment, manage competing priorities and deliver on service provision, and projects within changing circumstances and priorities.

10. Ability to negotiate effectively with peers, senior managers and professionals.

11. Strong ability to promote and nurture engagement of partnership working in Hackney

12. A high level of consultative, interpersonal, communication and negotiation skills including the ability to deal with complex issues in a sensitive and appropriate manner.

13. An understanding of relationship management and the capacity to establish and maintain effective communication and working relationships.

14. A good capacity to grasp complex problems and find working solutions

15. Demonstrable ability to present succinctly and confidently to a range of professionals in a range of forums

16. Capacity to reflect on changing circumstances, new evidence and be open to the views of others.

17. Capacity to prioritise tasks, manage your own workload and be accountable for your work.

18. Ability to summarise, analyse and evaluate complex information.

19. Ability to work as part of a team, establish and maintain effective

communication and good working relationships.

20. Reliability and integrity together with an enthusiastic and positive attitude towards staff, colleagues and peers and the capacity to apply diplomacy and demonstrate resilience in a complex and demanding environment.

21. Working knowledge of SQL, Qlik load script and the Google Suite would be an advantage.

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This role is subject to a **satisfactory Disclosure and Barring Service (DBS) check at enhanced level.**