



LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE:	Workforce Transformation Programme - Workforce Data Analyst
DIRECTORATE:	Chief Executive
SERVICE:	HR and OD: Organisational Development
GRADE:	PO6
LOCATION:	Hackney Service Centre
RESPONSIBLE TO:	Workforce Transformation Programme - Head of HR & OD
RESPONSIBLE FOR:	N/A

Hackney is one of the UK's most diverse and highest-performing local authorities, serving one of London's best places to live and work.

Our staff are what makes Hackney Council great and we thrive on challenge and change. In Hackney, we are: Open; Inclusive; Ambitious; Pioneering; Proactive, and Proud of Hackney, of each other, of what we do, and of the Council.

Our Team of HR Specialists is focused on supporting Hackney's mission to make Hackney a place for everyone, where all our residents, whatever their background, have a chance to lead healthy and successful lives; a place where everyone can be proud, with excellent services, thriving businesses, and outstanding public spaces; a place where everyone feels valued and can make their voice heard.

PURPOSE OF THE JOB:

As part of our Workforce Transformation Programme, HR & OD service, the Workforce Data Analyst plays a vital role in enabling evidence-based decision-making across the

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transformation workforce projects. You will turn complex workforce data into meaningful insights that drive strategic planning, workforce development, and service improvement. Supporting the workforce transformation team's delivery of the Council's corporate workforce transformation programme objectives, and the business objectives aligned with workforce change.

By providing clear, evidence-based insight, the Workforce Data Analyst will:

- Enable strategic workforce planning and resource allocation.
- Support equitable and inclusive employment practices.
- Improve workforce engagement, retention, and performance outcomes.
- Strengthen the council's reputation as a data-driven, inclusive, and high-performing employer.

MAIN AREAS OF RESPONSIBILITY:

- Collect, validate and analyse workforce data from multiple systems (e.g. HRIS, payroll, recruitment, learning).
- Produce regular and ad-hoc reports on workforce trends — including turnover, diversity, recruitment, sickness absence, pay, and workforce demographics.
- Develop dashboards and visualisations (e.g. using Power BI or similar tools) to present data in accessible, engaging formats for senior leaders and stakeholders.
- Provide insight and recommendations to support transformation workforce planning, resourcing, and equality objectives.
- Interpret complex data to inform HR transformation strategies, policies, and performance improvement initiatives.
- Using data evaluation techniques to forecast future workforce needs.
- Work with HR Business Partners and senior managers to forecast workforce supply and demand, supporting strategic workforce planning and service redesign.
- Use data modelling techniques to identify future workforce risks and opportunities, including skills gaps, demographic changes, and resourcing challenges.
- Maintain high standards of data accuracy, security, and integrity across HR systems and reporting tools.
- Ensure compliance with GDPR and council data protection policies.
- Develop and maintain clear documentation of data definitions, reporting methodologies, and validation processes.
- Work closely with HR colleagues, finance, IT, and service managers to understand data needs and develop user-focused insights.
- Present findings clearly to non-technical audiences, using storytelling and visualisation to support understanding and decision-making.
- Contribute to a culture of continuous improvement, innovation, and shared learning within the HR & OD function.

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- Support the council's commitment to equality and inclusion by providing accurate and insightful analysis of workforce diversity data.
- Monitor trends in recruitment, retention, progression, and pay equity to help identify barriers and measure the impact of EDI initiatives.
- You will be required to work collaboratively across the whole HR function to deliver HR-wide strategic projects.

Information Generation (Data Extraction & Reporting):

- Produce high-quality, impactful data visualisations, reports, dashboards, and presentations that translate complex data into clear, actionable insights for diverse audiences, including frontline practitioners, service managers, strategic leads, and elected members.
- Lead on the specification and application of appropriate analytical techniques to create information which supports business decision-making, summarising and presenting data and conclusions in the most appropriate format for the target audience.
- Lead on the management, cleaning, abstracting and aggregating of data and the manipulation and linking of different data sets.
- Explore and leverage emerging technologies, including Artificial Intelligence (AI) and machine learning, to enhance data analysis, predictive modelling, and the efficiency of data-driven insights for children and education services.
- To actively contribute to the development and successful implementation of projects and initiatives, advising managers and stakeholders on workforce data sources and manipulation to ensure that data and information requirements of the projects are fully captured, and relevant management information reports and analytical tools are provided to support project development and resulting business as usual delivery requirements.
- To fully utilise the capacity of data systems and competence of reporting tools, recommending changes where required, improve our information management provision, liaising systematically and continuously with and advising management and customers as required to ensure the collection and production of the necessary data, information, and intelligence to take necessary decisions and actions.

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- As part of the Workforce Transformation Programme in collaboration with HR and OD management team, work with peers and the wider HR and OD and HR and Traded Partners teams to collectively devise and implement HR strategies, plans, and policies, to support corporate and departmental objectives, You will be required to work collaboratively across the whole HR function to deliver HR-wide strategic projects. Leadership team to inform strategy and continually adapt and improve our provision and support service redesign activities.

Analysis and Insight:

- Lead on reporting and the effective presentation, communication, and distribution of workforce data, information, and intelligence, utilising appropriate communication mediums and presentational styles to proactively identify trends and flag up any issues identified as necessary to management and HR colleagues.
- To manage and coordinate the collation of workforce information and analysis, production of reports, datasets, dashboards, and other products, using a wide range of data collected by our information systems to provide data and inform responses and ensure the delivery of a trusted data and insight service to a range of customers.
- The role is required to use Business Objects to report from various databases and data sources (including iTrent), working with HR and OD colleagues and managers to define planned (monthly, quarterly, annual) and ad-hoc people and workforce reporting requirements and ensuring these are delivered to agreed timescales, to inform analysis and decision making.
- To undertake high-quality research and analysis and accurate interpretation of varied and complex statistics, trend data, and benchmarking to produce reports and business intelligence to support and influence key decision makers within the organisations, to support informed decision-making, performance improvement, and better service delivery.
- Select and apply appropriate and innovative analytical techniques to the Council's and external partners' data assets to create information which supports and enhances strategy development, business decision-making and service delivery.
- Derive data management structures to ensure consistency of information retrieval, combination, analysis, pattern recognition and interpretation.

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- Discover and quantify patterns in numerical and textual data and report results to business users and management.
- Provide advice on transforming information from one format/ medium to another and manipulating and linking different data sets.
- Maintain and implement information handling procedures and protection measures, enabling the availability, integrity and searchability of information and ensure that appropriate safeguards are applied to handling the data and any analysis results.
- Use Agile methodology and apply an agile mindset to all aspects of your work. Create a fast-paced, evolving environment and use an iterative method and flexible approach to enable rapid delivery.
- Contribute to the development and selection of appropriate design standards, methods and tools and ensure they are applied effectively and that all work is documented using the appropriate standards, methods and tools.
- Apply and maintain specific procedures and security controls as required by organisational policy and local risk assessments to maintain confidentiality, integrity and availability of business information systems and infrastructure components.
- Identify risks, coordinate risk assessment, manage agreed actions (which may involve acceptance of risk, risk reduction or mitigations to avoid/ eliminate risks), and monitor the status of risks on an ongoing basis.

Corporate Accountabilities:

- All employees of the Council should undertake and conduct their work with due regard to the corporate values and responsibilities. These include responsibilities for outcomes regarding Equality Diversity and Inclusion; Conduct & Behaviour; Health & Safety; Data Protection; Safeguarding; and Customer Care.

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OTHER DUTIES AND RESPONSIBILITIES:

Flexibility:

- The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support the delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required, which are broadly commensurate with the job level and scope of competence.

Working Pattern and Travel:

- The role may occasionally be required to work irregular working patterns (with reasonable notice) in order to attend certain events and member meetings. The post holder should be able and willing to work flexibly during these periods.

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Person Specification

Requirement
Candidates/post holders will be expected to demonstrate the following:-
Education
No mandatory qualifications are required. • Numerate discipline (e.g., Statistics, Mathematics, Data Science, Social Sciences with a strong quantitative component, Public Health, Computer Science) or equivalent demonstrable experience in a highly analytical role. • Relevant professional qualifications or continuous professional development in data analysis, statistics, or related fields are desirable. Equivalent qualification, or evidence of equivalent knowledge and experience.
Experience
Significant experience in data analysis, interpretation, and presentation within a complex organisational environment, specifically with a focus on HR & OD, Workforce Transformation, or related public sector domains.
Demonstrable experience of working with large and complex datasets, including quantitative and qualitative data, and proficiency in statistical analysis software (e.g. Python, SPSS, SAS) and advanced Excel.
Expertise in data visualisation tools (e.g., Power BI, Tableau, Business Objects and Qlik Sense) and the ability to design and produce clear, engaging, and insightful data products for a range of audiences.
Experience working with stakeholders across all levels of the organisation to use their knowledge and feedback to improve services.
Knowledge
In-depth understanding of people and workforce analytics and its role in improving employee experience.
In-depth understanding of data collection methods, as well as best practices in structuring, cleaning, and evaluating data.

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Experience of making decisions through the analysis of relevant information and risk assessment
Strong project management skills and an understanding of budget management is desirable.
Understanding of the Political sensitivity, confidentiality, and other considerations of working within a large and complex public sector organisation and working with elected members on organisational issues.
Skills and Abilities
Excellent written and verbal communication skills, with experience in disseminating complex information via written reports and presentations to a wide range of audiences in terms of both size and composition (technical and non-technical).
Understanding of workforce data metrics and HR processes (e.g. recruitment, diversity monitoring, pay, absence, turnover).
Able to use data analysis to form a clear compelling narrative, and use that to influence stakeholders.
Ability to analyse problems and interpret data and intelligence to convince stakeholders of business needs and support the delivery of outcomes.
Ability to interpret data and apply technology to help inform and shape services including business decisions.
Exceptional organisational skills, ability to prioritise workloads within timescales and meet deadlines in a fast-paced environment.
Ability to draw conclusions and make recommendations around why the data shows what it does and how it might be addressed.
Ability to work independently as well as a member of a team as a self-manager with high levels of motivation and a flexible approach to work.
Ability to work on sensitive matters and to exercise tact and discretion when dealing with matters of a confidential or sensitive nature.
Familiarity with or an eagerness to learn about the application of Artificial Intelligence (AI) and machine learning techniques for data analysis and predictive modelling.

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