

JOB DESCRIPTION

Job Title	Systems & Performance Analyst			
Directorate	Community, Place and Economy			
Reporting to	Service Manager - Asset Systems & Business Transformation			
Grade	12			
Evaluation ref:	AU1173	Job ref:	Family	
Role purpose				
<p>Manages and develops the council's Asset Management System – ensures that the system supports efficient business processes that improve productivity and deliver required outputs across the department.</p> <p>Co-ordinates and develops the department's performance management framework; works with departmental leaders and data / performance leads in each department to measure, monitor and report on performance.</p>				
Responsibilities				
<ul style="list-style-type: none"> • Manages and develops the council's Asset Management System – ensures that the system supports efficient business processes that improve productivity, deliver required outputs across the department, and comply with statutory and regulatory frameworks. • Liaises with departmental managers and user networks to understand how systems are being used and develop improvement roadmaps. Carries out system configuration duties for the Corporate Property asset management system, e.g. manage back-end datasets, and maintain roles and responsibilities within the database. Works with key stakeholders in agreeing changes to the database. • Diagnoses and resolves technical issues associated with the asset management system, escalating to the supplier when necessary. • Guides and trains other advanced asset management system users across the department. Provides technical advice and guidance to managers and professional colleagues on the use of the system. • Designs, owns, maintains and develops data collection, cleansing and quality assurance systems and processes in collaboration with service leads. Provides training and refresher sessions to operational staff on following these processes. • Creates, maintains and develops automated processes using tables, formulas, power queries and SQL to keep products updated. 				

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- Responsible for managing day-to-day relationship with software supplier and ICT colleagues.
- Supports the Service Manager – Systems & Business Transformation with re-procurement of systems used by the department and contract management meetings.
- Develops expert data knowledge of specific functions of the Strategic Asset Management Service, to make appropriate recommendations around data management and resource targeting.
- Co-ordinates and develops the department's performance management framework; works with departmental leaders and data / performance leads in each department to measure, monitor and report on performance. Leads the interface with corporate performance reporting frameworks and presents performance reports to the departmental management team.
- Maintains a knowledge of customer work intentions and gives advice on improving provider data and performance monitoring.
- Designs, owns, maintains and develops reports, dashboards, mapping, and databases to support operational needs, through the use of relational databases (SQL and Power Platforms). Uses advanced Microsoft Excel and Power BI analytical, process and presentation capabilities to make data and information more accessible and engaging for the target audience.
- Responds to, and manages, ad-hoc enquires and bespoke analysis requests from senior officer across the wider service. Uses expert knowledge to extract, analyse, and interpret complex data to support management decisions, enquiries and improve understanding of data.
- Identifies, and suggests, ways to improve processes and systems or ways of working within the wider department. Supports colleagues with implementing these improvements. Recommends improvements to enhance reporting capability and accuracy.
- Reviews and researches latest technologies and IT systems. Assists in preparing business cases and makes suggestions on how to adopt the technologies within the department. Develops and evaluates new processes, techniques, and IT systems and establish new methods and procedures in line with Council/Government policy, professional discipline standards guidance from accreditation bodies and regulatory requirements.
- Acquires and maintains a thorough understanding of Information Governance and Information Sharing Agreements and their operational requirements.

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- Advises, directs, and informs the decision making around project implementation associated with the department's systems, and data capture and recording. Supports the implementation projects of new systems, e.g. process mapping, data mapping and training.

Impact

Contacts & Relationships

- Liaise with Council ICT, suppliers, and other key stakeholders to resolve issues raised by users associated with the asset management system.
- Engage, negotiate and build relationships with other services and organisations to obtain and provide access to information.
- Report directly to the Service Manager – Asset Systems & Transformation, but will also provide support directly to Senior Managers across the wider Service.
- Liaises with departmental managers and user networks to understand how systems are being used and develop improvement roadmaps.
- Manages day-to-day relationship with software suppliers and ICT colleagues.
- Builds and maintains effective working relationships with internal, external partners, suppliers, and stakeholders to manage and ensure the best use of the systems.

Resources

- Asset Management System contains detailed records of circa 3,500 sites, includes functionality to ensure compliance across the corporate and maintained school's estate.
- Asset Management System contributes to an annual programme of activities for the council's corporate estate with typical annual revenue expenditure of circa £16m and capital programmes ranging between £10m and £15m each year.

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge			
Understanding of asset management systems	X		
Understanding of data protection, information governance, ethical issues and confidentiality	X		
Working knowledge of the broader Strategic Asset Management disciplines within which their specialist service operates		X	

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Experience			
Experience of performance reporting or key performance indicators.	X		
Experience of working with relational databases data matching, data modelling and large datasets.	X		
Regular advanced use of Microsoft Excel, Power Queries and Power BI for analytical purposes, preparation and presentation of data.	X		
Previous experience of statistical analysis.	X		
Experience of working with, and influencing, stakeholders.	X		
Use of complex data models and systems involving many advanced data transformation and manipulation steps, e.g. merge, append, update, cross-tab, combine and custom queries, and a multitude of inter-related data and reference tables.	X		
Experience in software implementation.		X	
Experienced of training colleagues informally, or formally, in the use of systems and procedures		X	
Experience of working to deadlines for regular and routine reporting and contributing to reports for a variety of different audiences.		X	
Qualifications / Registrations / Certifications			
Relevant degree and / or professional qualification and / or equivalent experience	X		
Formal Business Process Re-engineering training		X	
Skills			
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)	X		
Numerate and analytical skills	X		
Utilise excellent written, verbal and visual communication skills and tools to make statistical data more accessible	X		

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Competent in the use of relational databases, SQL, data matching, lookups and linkages.	X		
Advanced skills and knowledge of Power Query and Power BI to develop dashboards or reports using complex data from multiple sources	X		
Advanced Microsoft Office Application skills (Word, Excel, Access) for mapping, analysis and presentation of data in reports	X		
Able to map logical step-by-step process and to consider design implication in data collection, processing and reporting. Is able to innovate and design dashboards and reports that are accessible engaging and meet the needs of customers	X		
Ability to present information clearly and concisely with attention to detail	X		
Interpersonal Skills: Excels at building and maintaining strong, effective, relationships with customers and stakeholders at all levels of the organisation	X		
Problem-Solving: Ability to diagnose and resolve technical issues efficiently.	X		
Well-developed digital, business process re-engineering and business development skills		X	
Working Conditions			
Role would require occasional travel for team meetings, training etc			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position			
Corporate Responsibilities			
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.			

Date: