

JOB DESCRIPTION



Job Title	Business Intelligence Lead		
Directorate	Strategy Performance & Communications		
Reporting to	Head of Business Intelligence & Insight		
Grade	7		
Evaluation ref:	RP102	Job ref:	Family
Role purpose			
<p>The postholder will be 1 of 3 BI Leads aligned to specific Executive Directorate services and functions and will be the strategic Business Intelligence lead for those services. Responsible for driving the development and implementation of datadriven strategies within the council. This role is crucial in ensuring that the council leverages data to inform decision-making, improve service delivery and performance, whilst achieving strategic objectives. The post holder will work closely with the Head of Business Intelligence & Insight, senior leaders, Directorate Management Teams, and various stakeholders to develop and manage business intelligence solutions that provide actionable insights. This includes overseeing data collection, analysis, and reporting processes, as well as ensuring data quality and integrity. The role requires a strategic thinker with strong analytical skills, a deep understanding of business intelligence tools and techniques, and the ability to lead and inspire a team of data professionals.</p>			
Accountabilities			
<ul style="list-style-type: none"> • Is the lead BI Manager for one of the following service areas: Adults Social Care and Education, Children's Social Care, Community, Place and Resources. • Manages a team of senior data analysts and data analysts to develop and implement business intelligence strategies and solutions for their service. • Oversee data collection, analysis, and reporting processes, including the submission of Statutory data returns to central Government and other agencies (Ofsted, CQC, Audit etc), interpreting national legislation and guidance. • Attend relevant Directorate and Committee meetings to provide business intelligence and performance reports, and to gain strategic understanding of the business. Representing the council at regular meetings with partners, government departments and regional bodies in relation to performance and data. • Support the provision of data and reporting for external inspections (e.g. Ofsted, CQC) providing relevant and accurate information. • Ensure data quality, integrity, and security. Provide actionable insights to support decision-making and strategic planning, influencing, and persuading senior managers on the most appropriate reporting approach. 			

- Work closely and collaboratively with Executive Directors and Service Directors to understand the services management information and performance reporting requirements, working together to provide cutting edge solutions.
- Responding to and appropriately prioritising large volumes of ad-hoc requests for data and analysis, sometimes urgent and from national bodies or external regulators.
- Manage and develop the Business Intelligence & Insight team undertaking the ongoing daily supervision and prioritisation of staff.
- Deputise for the Head of Business Intelligence and Insight as required.
- Monitor and evaluate the effectiveness of business intelligence solutions demonstrating significant expertise and knowledge.
- Foster a data-driven culture within the council.
- Ensure compliance with relevant data protection regulations (GDPR) and standards.
- Stay up to date with industry trends and advancements in business intelligence.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Understanding of business intelligence principles and practices.	x	
Advanced technical skills and considerable experience in working with large and complex databases	x	
Significant experience in database management and reporting, including highly advanced skills in a range of BI tools, in particular MS Power BI, SQL Server, SSIS, SSRS, Excel.	x	
Understanding of data governance and data quality management.	x	
Knowledge of data protection regulations and standards.	x	
Awareness of public sector operations and challenges.		x
Experience		
Experience in a business intelligence or data analysis role.	x	
Experience in managing data collection, analysis, and reporting processes.	x	

Demonstrated success in providing actionable insights to support decision-making.	x	
Track record of managing and developing a team of data professionals.	x	
Experience in collaborating with cross-functional teams and stakeholders.	x	
Experience in the public sector or similar environment.		x
Qualifications / Registrations / Certifications		
Degree or relevant experience in Data Science, Business Analytics, Information Technology, or a related field.	x	
Professional certification in business intelligence or data analysis (e.g., CBIP, Microsoft Certified: Data Analyst).	x	
Certification in data governance or related areas.		x
Advanced degree in a relevant discipline.		x
Skills		
Effective communication and interpersonal skills, with the ability to influence and engage at all levels	x	
Strong analytical and problem-solving skills. Highly numerate and analytical with the ability to interpret, analyse and extract relevant information from complex reports and translate these so that they are capable of being understood by a wide range of people.	x	
Ability to develop and implement business intelligence strategies.	x	
Excellent people management skills and proven ability to manage a team of BI professionals._Ability to manage multiple projects and priorities.	x	
Ability to ensure data quality, integrity, and security.	x	
Ability to work collaboratively with diverse teams.	x	
Strong organisational and time management skills.		x

Ability to adapt to changing priorities and environments.		x
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Working Conditions

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This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:

- **Work Hours:** Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.
- **Location:** The primary work location is County Hall, with opportunities for remote work as per organisational policies.
- **Travel:** Some travel within the local area may be required for meetings, site visits, and community engagement activities.
- **Work Environment:** The role involves working both independently and as part of a team, with access to modern office facilities and resources.
- **Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

Dimensions of the role

Databases across the council hold huge amounts of data that need to be processed in order to be effectively reported on, for example:

- Adult social care systems hold records for over 500,000 people and there are over 2.8 million documents managed as part of Adult Social care records.
- Information relating to 75,000 pupils is processed every year including all attendance and attainment information.

Manages a team of approx. 6 people including Senior Data Analysts.

Liaises with staff and managers throughout the organisation and partner agencies, including national bodies such as Ofsted, CQC, DWP etc.

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

- Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.
- Update and advise Elected Members in respect of operational and policy issues in relation to the Strategy Performance & Communications Services teams.
- Lead Strategy Performance & Communications teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.
- Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.

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- Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.
- Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.
- Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Strategy Performance & Communications service teams.
- Ensure that Strategy Performance & Communications services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.
- Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the Strategy Performance & Communications service.
- Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.
- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.
- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: 21/10/2024