



ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

Data, Insight and Workforce Analyst

Directorate: Corporate and Commercial

Permanent role, based in Kingston and Sutton

Grade H

We are a shared service between Kingston and Sutton Councils providing HR and Organisational Development services to both Councils as well as a number of arm's length companies and traded services to schools. These companies are all different - in size, their customer groups and their aims. HR & OD needs to ensure that it is able to deliver against all their organisational priorities through the use of a flexible service delivery model.

To operate in this model we will all be:

- Easy to do business with and responsive
- Commercially astute
- Flexible, creative problem solvers
- Professionals with collaborative and participative working styles
- Well trained, technically competent and knowledgeable in our fields
- Engaged in life long learning
- Advocates of a culture that fosters performance excellence, full participation and personal and organisational growth
- Accountable at individual, team, service and organisation level

As a service we will:

- Continually assess our effectiveness
- Review our practices to enable simplicity and timeliness
- Exploit digital technological opportunities

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- Take a pragmatic approach
- Focus on the customer not the process
- Recognise that we are part of a wider system and operate as a key part of this

Our Values

Being an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning this are the following values:

- Supportive of trying new ideas, with the courage to change direction.
- Transparent and connected in all that we think, say and do.
- Appreciative of each other, recognising and celebrating success.
- Respectful of difference and valuing diversity.

The person

In order to successfully deliver the responsibilities of the role, you will need to:

- Question and challenge ways of working, with an understanding of the bigger picture in terms of the corporate context and external environment
- Demonstrate agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders within and outside of the Council
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate innovation and creativity

Role purpose

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The Council is focused on delivering the best possible outcomes for its communities. To do this the Council needs employees who thrive in an agile and networked organisation and who can support continuous improvement within a constructive organisational culture.

The role reports directly to the Digital and Data Partner

- Under the direction of the Digital & Data Partner take responsibility for, and proactively manage, Kingston and Sutton councils and traded services organisations business intelligence including workforce information
- To interpret, present and communicate, using statistical analysis in conjunction with research and business intelligence, a wide range of detailed information that supports performance improvement and service delivery
- Lead on reporting, communication and distribution of information and intelligence, including the improvement of data quality to the Councils, Directorates, local and regional partners
- Build professional relationships at operational and strategic levels within the Councils, Directorates and wider to ensure that meaningful data is shared and used appropriately to benchmark and contribute to continuous improvement in service delivery and outcomes at local, national and regional levels
- Preparation of corporate management information to support informed decision making and strategic direction of Kingston & Sutton councils senior management teams and those of our trade services organisations
- Responsible for co-ordinating local authority mandatory data submissions/statutory returns to the DfE, LGA, Office of National Statistics and other government departments

Key activities

Performance

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- Works with manager and colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Supports operational plans to ensure that the resources within the teams are used to best effect and impact

Customers and Partners

- Builds strong internal and external working partnerships to enable the service to be delivered in an outcome-focused and efficient way
- Supports Kingston's commitment to community cohesion and valuing diversity and social inclusion

Digital/New Ways of Working

- Uses new technologies, particularly Google, to adopt modern, agile working practices, improve customer service and eliminating paper-based processes wherever possible.

Delivery

- Actively engage in positive cross organisational communications and team working
- Communicate clearly, confidently and appropriately with colleagues using the best methods of communication for the task.
- Advising managers and colleagues on the best use of the systems and information available
- Carrying out benchmarking exercises and analysing/interpreting the information received into report formats
- Analysing processes to support managers in the most effective use of resources
- To deputise for the Digital & Data Partner as required
- To carry out job evaluation and co-ordination of HR and OD related FOI requests
- To manage and co-ordinate the production of reports, datasets and other products using a wide range of data collected by Kingston and Sutton councils and traded services organisations to facilitate decision making and influence best practice and procedures
- To work with directorate managers to interpret business needs (eg process improvements and then to design, develop and Implement recommended processes to meet those needs
- Responsible for the extraction, analysis, synthesis and interpretation of very varied and complex data derived from a wide range of sources
- Lead the co-ordination, collection, production and submission of multiple statutory data returns
- High quality analysis and accurate interpretation of complex statistics including projects, trend data and benchmarking at local, regional and national levels to produce business intelligence that informs and influences key decision makers within the Councils, Directorates and wider
- To proactively interpret trends in management information flagging up issues to OD Business Partners
- To co-ordinate and manage all other requests that require analysis and interpretation of statistical information and business intelligence

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- To consider and recommend improvements to information management to ensure the continuing improvement of the information provided
- To work with Directorate managers and customers to understand their information requirements and manage expectations within system capabilities
- To provide information and specialist advice to assist in the delivery of a quality information service to the councils and external traded services organisations
- To collate, analyse corporate workforce information both on computerised and manual systems to produce quarterly datasets and ad-hoc reports as required
- To collate, analyse and produce data and responses to a variety of statutory returns and requests to a variety of external services ie Freedom of Information (FOI) Requests, Subject Access Requests
- Effectively communicate confidential and sensitive information, verbally and in writing, to members of the public and the media, in accordance with FOI legislation and relevant council policies and procedures
- To ensure appropriate records are maintained to support a consistent approach to reporting and avoid duplication of effort
- To provide service delivery data and analysis statistics to support measurement against SLAs
- To provide specialist advice to colleagues on the most appropriate method of capturing data and its interpretation
- To present workforce data in a variety of formats both written and verbal as required
- To participate in regular audits of management information, including the implementation of suitable quality assurance and quality control strategies to meet changing requirements
- To access and analyse up to date comparable workforce data from various sources to enable effective benchmarking
- To contribute to a variety of meetings and presenting data as required
- To contribute as required to projects requiring specialist management information, knowledge and skills
- To ensure that client data is stored and shared securely and appropriately in accordance with Kingston and Sutton Councils Policy, Information Governance legislation and protocols
- To support customer survey and feedback initiatives, contributing to the development of surveys and the analysis and presentation of results
- Co-ordinate design of appropriate employee benefits packages and innovative reward initiatives to support business objectives and the need to retain and motivate talented staff
- To carry out routine job evaluations using the GLPC and/or hay Schemes including conducting job evaluation interviews as necessary
- Advising managers and colleagues on job evaluation matters, writing job descriptions, completion of the job evaluation questionnaire, milestones, person specifications etc
- To support the resolution of grading issues without the need to progress to formal process

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- Present job evaluation cases at appeal hearings when required, including the preparation of documentation
- To assist in the training and development of colleagues as required
- To work with HR and OD colleagues in supporting the updating of HR and OD systems, in particular attendance management, to ensure accuracy of records and appropriate action is taken
- To use information systems to proactively inform colleagues and managers of any issues

Equality and Diversity

- Embeds equity, equality, fairness and diversity into all aspects of team working and service delivery

Person Specification

Criteria (Essential)

Assessment By

	Application	Interview	Test
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Knowledge and Experience			
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In depth theoretical knowledge and experience of statistical/mathematical methodology and analysis	X	X	X
Manipulation and validation of high volumes of complex data	X	X	X
Significant experience of preparing and providing management information in a variety of formats	X	X	X
An in depth knowledge of theories and practices of performance and management information and its relationship to service delivery and continuous improvement	X	X	X
Comprehensive knowledge and experience of using ICT systems	X	X	X
Experience of collating, extracting, manipulating and analysing complex data and formulating into meaningful information that can be understood by the audience	X	X	X
Experience of producing reports including statistical graphs and charts	X	X	
Report writing and presentation skills to a variety of audiences	X	X	X
Experience of staff supervision including allocation of work, responsibility for performance management and attendance	X	X	
Experience of dealing with external stakeholders	X	X	

Qualifications/Training			
Hold a recognised degree qualification or equivalent in an information or business management discipline or have demonstrable equivalent experience	X	X	
Highly specialist knowledge and experience of statistical techniques and procedures acquired through qualification or equivalent experience	X	X	
Evidence of continuous professional development.	X	X	

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Practical Skills			
Skills and Personal Attributes			
Ability to proactively analyse business needs and develop solutions using appropriate systems and processes	X	X	X
Excellent ICT skills, specifically using advanced spreadsheets, databases, workflows	X	X	X
Advanced skills in business objects or equivalent reporting software	X	X	
Excellent communication skills both written and verbal, including the ability to interpret customer requirements and to produce clear and concise reports	X	X	X
Ability to deal with complex information requests and provide specialist advice	X	X	X
Understanding government initiatives for the provision of workforce information and the implications for Councils	X	X	
Understanding HR and OD policies and processes and using this understanding to design workflow processes	X	X	
Ability to prioritise work under pressure with a variety of deadlines, which may be conflicting, ensuring that timescales are met	X	X	
Ability to identify risks that compromise the integrity of information	X	X	
Ability to design and deliver briefing sessions, training and presentations	X	X	X
Highly developed analytical skills to analyse and interpret complex data whilst identifying trends	X	X	
Ability to use own initiative and also able to work as part of a team	X	X	
Excellent literacy and numeracy skills	X	X	

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Knowledge of current Information Governance (Data Protection Security, Freedom of Information, Subject Access legislation and its application)	X	X	
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Personal Qualities and Attributes			
A knowledge of Equality & Diversity issues	X	X	
Able to gain trust of customers/stakeholders (internal and external) through engagement and negotiation	X	X	
A knowledge of Data Protection, Freedom of Information and Information security issues	X	X	
Accountability, responsibility and initiative with a desire to challenge and drive the councils use of management information	X	X	
Outcome focused with an interest in, and aptitude for, providing solutions and making recommendations with regard to how information can be used to inform decision making	X	X	
Able to work with minimal direct supervision	X	X	
Ability to communicate (verbally and in writing) with a wide range of people at all levels within a complex organisation and with external partners	X	X	
Organised and able to manage time effectively to prioritise conflicting priorities	X	X	
Attention to detail ensuring high level of accuracy of information at all times	X	X	
Flexible and adaptable to meet the requirements of the role	X	X	

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Special Conditions

Working at Kingston and Sutton councils is required as is travel between the Boroughs in the working day
Working outside designated hours may be required.

Car Allowance

Refer to Travel Policy for information

Prepared By

Alison Hackett

Review Date

December 2020