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| **Job Description** |
| **Post title** | Digital Data Analyst |
| **JE Reference No** | N10570  |
| **Grade** | 9 |
| **Service** | Resources |
| **Service Area** | Digital & Customer Services – Digital Engagement |
| **Reporting to** | The role reports to the Data Manager as part of the Digital, Web and Data team and sits within the wider Digital and Customer Services Service Grouping.  |
| **Location** | Your normal place of work will be Crook Civic Centre but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The primary focus of the role is to support the business by ensuring high quality data management, reporting, analytics, dashboards and insights to help inform service delivery and service improvement.

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| **Duties and responsibilities** |

* Work across a range of service areas within the organisation to draw intelligence from all available customer, operational and spatial data sets, with a particular focus on better understanding the customer perspective of Council Services
* Work with ICT and Digital project teams to procure, implement and validate appropriate analytics tools.
* Work with services and ICT engineers to source, collect and extract data that is accurate and fit for purpose, working with developers to configure, test and update configurations.
* Analyse data and use this analysis to create compelling evidence-based and actionable data stories to share with stakeholders to drive decisions.
* Development and maintenance of Data Dashboards for the presentation of data
* Development and maintenance of Data warehouses / data lakes and associated data
* Management and maintenance of data using ETL tools
* Work with business analysts and services inform the iterative design of the service or product in order to ensure effectiveness, efficiency and accuracy
* Ensure data and analysis is of high quality and accuracy, working with a variety of qualitative and quantitative data.
* Be ambassadors for analytics, supporting others to improve and interpret data and are included throughout the product and content life cycles
* Work as part of or with an agile or scrum team, where appropriate, on a specific project or in day-to-day continuous improvement activities
* Assist in research and analysis to better understand the characteristics and behaviours of Durham County Council’s customers to support the organisations corporate priorities.

The main duties listed above are neither exclusive nor exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | Level 4 in Data Analytics or related subject or experience in the role of a Data Analyst  | Further or higher qualification in a discipline with a strong focus on data analysis and presentation |
| Experience | Have experience of applying techniques used to manage and analyse a wide variety of data.Have experience using statistical techniques.Be confident analysing large data sets, including experience of data cleansing, validation and enrichment.Have a broad knowledge of and experience of using a wide range of data analysis tools and packages.Have experience of writing reports suitable for a range of audiencesDevelopment of Power BI Dashboards or other equivilent soltuions for the Presntation of Data  | Local government functions and organisation. Have some experience or understanding of automating data processes. Have an understanding statistical/administrative geographies and knowledge of the major sources of openly available small area statistics.Development and maintenance o Data Warehouses/Data Lakes Use of ETL Tools  |
| Skills & Knowledge | Have strong numerical and analytical skills and the ability to produce reports and data visualisations.Have good communication skills and be capable of building relationships with key external and partner contacts.Is self-aware, acts proactively, accepts personal responsibility and communicates effectively both orally and in writing. Effective time management skills so that deadlines are managed efficiently. | The ability to travel to and from various locations within the County when required to do so.  |
| Personal Qualities | Highly motivated, demonstrates continuous self-improvement, driven to learn and exploit new technologyCustomer focussedAbility to establish positive working relationships across the organisation |  |