



Job Description	
Job title	Intelligence Analyst – Adult Social Care
Grade	L
Section/team	Policy and Performance
Accountable to	Performance and Business Intelligence Manager
Responsible for	NA
Date reviewed	July 2017

Purpose of the job

Based within Knowsley Council's Performance and Business Intelligence team, the post holder will work with the Council's Performance and Improvement Lead (Adult Social Care) to develop and deliver business intelligence solutions within Adult Social Care. The post holder will be responsible for producing and analysing all key business intelligence reports and for the submission of complex statutory returns.

The post holder will be responsible for auditing, analysis and presentation of data used by commissioners, practitioners and managers within Adult Social Care. The post holder will play a key role in ensuring that management information is available to inform decisions and enable the effective delivery of services.

Duties and responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Intelligence gathering, analysis and reporting – Adult Social Care

Working to the Performance and Improvement Lead (Adult Social Care), the post holder will ensure delivery of the following key tasks for Adult Social Care.

- 1) Use business intelligence and other complex reporting tools to provide detailed activity reports for operational teams and senior managers in order to assess activity levels, predict demand and other forms of analysis.



Knowsley Council

- 2) Responsible for the ongoing maintenance and suitability of Adult Social Care IT solutions to ensure statutory and local priorities can be extracted from systems, and to play a key role in the development of future systems to enable a consistent approach to reporting.
- 3) Monitor the quality of data held within Adult Social Care databases, providing data quality reports and identifying corrective action.
- 4) Liaise with social care teams on data quality issues.
- 5) Carry out statistical analysis of information and interpretation of data to highlight key trends, issues and areas of concern.
- 6) Collate reports maintaining the quality and effectiveness of all performance and activity reports used by Adult Social Care teams.
- 7) Provide high level advice and support to senior officers and Elected Members in relation to complex activity reports.
- 8) Carry out audits of performance information and data, in response to both internal and external requests.
- 9) Compile all statutory and corporate returns to a high standard ensuring the Department of Health information requirements are met and processes are in place to investigate variances.
- 10) Co-ordinate the information requirements for completion of the Local Account, Market Position Statement, and Adult Social Care User and Carer surveys.
- 11) To fulfil any other duties commensurate with the grade as reasonably directed.
- 12) To work with colleagues to ensure achievement of the Performance and Business Intelligence team work plan.
- 13) To participate in the Council's Performance, Review and Development process, and contribute to the identification of individual and team development needs.

Developing the Council's Performance Management Framework

- 1) Work with officers from the Performance function to support the Council's corporate and service planning processes, ensuring these plans enable the Council to make the right strategic choices in impacting on outcomes for local people within limited resources.



- 2) Provide strategic advice on intelligence and analysis matters to all senior managers and elected members.
- 3) Provide the framework, facilitation, insight and intelligence to enable Elected Members, Executive Directors, Assistant Executive Directors and the partnership to identify the right priorities and interventions to have the greatest sustainable impact on Knowsley's prioritised outcomes.
- 4) Support the development and on-going management of the Council's performance management framework for services and interventions by:
 - (i) providing intelligence and analysis to enable the setting of targets and actions which stretch the Council in making best use of resources to meet objectives and ensure statutory and regulatory requirements are met; and
 - (ii) co-ordinating regular risk-based objective and transparent monitoring for internal management and external accountability to enable key risks to be managed and effective business management.

Improvement work

- 1) Work with officers from Business Improvement to support the Council's approach to Improvement at a strategic and operational level:
 - (i) ensuring collation of appropriate management information to inform business improvement;
 - (ii) using intelligence and analysis to identify areas of under-performance and services requiring improvement;
 - (iii) linking with officers from the Policy and Partnerships service, and Finance and Information Technology colleagues, to ensure the function plays a critical role in enabling the Council to make the right decisions about priorities, interventions and delivery models; and
 - (iv) providing intelligence that will support the Council to monitor and evaluate the impact and benefits of services and interventions.



Health and safety

- 1) To use equipment as instructed and trained.
- 2) To inform management of any health and safety issues which could place individuals in danger.

Data Protection and Information Security

- 1) Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy.
- 2) Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- 3) Report actual or potential security incidents.

Knowsley Better Together - Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

Integrity - You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.

Accountability - You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.

Communication - You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.

Respect - You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.

Special Conditions

Normal hours of work will be 36 per week, but the post holder may be required to attend meetings outside normal office hours in line with the requirements of the service and in line with Council Policy.