



Job description			
Job title	Community Intelligence Officer		
Grade	H-K		
Directorate	Resources		
Service/team	Performance and Policy		
Accountable to	Intelligence and Insight Manager		
Responsible for	No direct reports		
JE Reference	A5210 – A5212	Date Reviewed	August 2023

Purpose of the Job

The Community Intelligence Officer will play a key role in the development and delivery of intelligence requirements for Knowsley Council. In addition to supporting the development of Joint Strategic Needs Assessment, you will provide analysis on the changing demographics in Knowsley and support a range of services in developing data maturity including Public Health and Communities and Neighbourhoods. This work will include research, high quality analysis and briefing officers on complex information.

This is a career-graded post and can be undertaken at H, J or K grade with the requirements of job in terms of tasks as set out in this job description and in terms of skills, experience and qualifications as set out in the accompanying person specification.

To move up the grades you must be assessed against your ability to undertake the tasks at the higher grade and meet the requirements set out in the person specification. This assessment will be undertaken by the line manager and must be endorsed by the Head of Service and HR.

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.

1. Prepare and support presentations in support of senior officer's presenting intelligence at key strategic meetings – including Partnership meetings and scrutiny.



2. Provide support to the development of the Behavioural Insights model and support the development of Engagement Projects.
7. Support the production of complex intelligence and analytical reports, focused on demographic change, Regeneration and Economic Development, and Communities and Neighbourhoods.
8. Support the production of all data/ intelligence required for the implementation of the Council's intelligence led approach to strategy development.
9. Support the development of the Data Transformation Programme, supporting services to identify data and skills gaps.
10. Support the development of spatial analysis, using Geographic Information Systems (GIS).
11. Develop innovative approaches to the presentation of intelligence and data so that the impacts for strategic development are clear and accessible.
12. Develop and maintain constructive relationships with a broad range of internal and external stakeholders.
13. Participate in relevant internal and external working groups/ projects and initiatives which may be highly complex, sensitive, political, and contain contentious information with the aim of providing information and analytical advice as appropriate.
14. Develop an understanding of the industry standards for constructing and analysing surveys

Grade J

1. Support the Council's Intelligence and Insight team to deliver high-quality intelligence and analysis and develop the Joint Strategic Needs. In particular, analysing the impacts of wider determinants on health inequalities in Knowsley.
2. Contribute towards developing analytical and research techniques / methodologies that allows the council to make appropriate



commissioning, priority setting and resource decisions that overall contributes to delivering priority objectives.

3. Produce statistical analysis of information and interpretation of data, to highlight key trends, issues and areas of concern working in support of the lead officer. Support the development and delivery of high-quality management information and intelligence data for the following purposes:-
 - (i) To enable corporate, service and user planning, informing what is done and how;
 - (ii) Provide relevant and timely information to support effective decision making; and
 - (iii) To support the production of statutory, non-statutory and corporate returns.
4. Produce and present complex intelligence reports for operational teams, senior managers and Elected Members' using appropriate reporting tools.
5. Contribute towards developing analytical and research techniques / methodologies, including Behavioural Insights, that allows the council to make appropriate commissioning, priority setting and resource decisions that overall contributes to delivering priority objectives.
6. Deliver engagement sessions in support of the Engagement and Insight Officer, particularly focused on engagement related to Regeneration, Economic Development and Communities and Neighbourhoods.
7. Play a key role in the Data Transformation Programme, including working with colleagues from Performance and Business Intelligence to ensure that current and potential systems are fit for purpose and meet corporate and statutory reporting requirements.
8. Play a key role in the completion of statistical returns (particularly the annual schools' survey) as required by Government departments and other agencies, ensuring these are completed on time and are accurate.
9. Lead on specific team/ service projects and work ensuring expectations and deadlines are met and work is produced to the highest standards.
10. Provide the data/ intelligence required for the implementation of the



Council's intelligence led approach to strategy development.

11. Work with officers from Business Improvement to support the Council's approach to Improvement at a strategic and operational level by providing appropriate intelligence to inform business improvement; and
12. Support the targeting of resources, monitoring, implementation, evaluation and delivery of plans and key priorities by providing high quality information and analysis to ensure value for money and delivered on time.
13. Provide relevant and timely specialist advice and guidance on demographic change and economic intelligence. Support the development of the Data Transformation Programme, supporting services to identify data and skills gaps.
14. Develop innovative approaches to presenting quantitative and qualitative intelligence, including data visualizations and incorporating spatial analysis, using Geographic Information Systems (GIS). Ensure that analysis is clearly communicated and is accessible to decisionmakers.
15. Develop and maintain constructive relationships with a broad range of internal and external stakeholders, including contributing to the work of the 2030 Better Together Performance Partnership. Participate in relevant internal and external working groups/ projects and initiatives which may be highly complex, sensitive, political, and contain contentious information with the aim of providing information and analytical advice as appropriate.
16. Support on the development of surveys as an engagement tool, including writing and promoting surveys, and analysing the outputs.

Grade K

1. Take a lead role in the development of key intelligence products, such as the Joint Strategic Needs Assessment. In particular, analysing and reporting on the impacts of wider determinants on health inequalities in Knowsley.



2. Lead on the development and maintenance of intelligence reports for Regeneration and Economic Development, and Communities and Neighbourhoods.
2. Produce statistical analysis of information and interpretation of data, to highlight key trends, issues and areas of concern working in support of the lead officer. Support the development and delivery of high-quality management information and intelligence data for the following purposes:-
 - (i) enable corporate service and user planning, informing what is done, and how;
 - (ii) inform commissioning decisions and contract management;
 - (iii) provide relevant and timely information to support effective decisions making;
 - (iv) analyse data and produce timely and succinct information appropriate to the audience.
3. To take responsibility for the development and implementation of key analytical and research techniques / methodologies that allows the council to make appropriate commissioning, priority setting and resource decisions that overall contributes to delivering priority objectives.
4. Develop Behavioural Insight projects, including research, planning, engagement with community members and residents, and implementing Behavioural Insight techniques.
6. Deliver engagement sessions in support of the Engagement and Insight Officer, particularly focused on engagement related to Regeneration, Economic Development and Communities and Neighbourhoods.
5. Present complex analytical reports and provide high level advice to a range of audiences, including Executive Directors, Elected Members, and specific Council and partnership boards.
6. Provide all necessary data required for needs and assets assessments to inform strategic and operational planning and commissioning decisions.
7. Play a leading role in the Council's Data Transformation Programme, leading on the data maturity project for Regeneration and Economic Development.



8. Lead on specific team/ service projects and work of high complexity and risk, ensuring expectations and deadlines are met and work is produced to the highest standards. This will include co-ordinating the work of other officers.
9. Take a lead role in the development of innovative data visualisations across the Council, ensuring that intelligence is communicated clearly, and makes appropriate use of the latest tools.
10. Responsible for the preparation of a wide range of sensitive and complex information to support key corporate priorities including – briefings, reports, action plans, presentations and promotional resources to a variety of stakeholders as directed by senior managers.
11. Provide relevant and timely specialist advice and guidance on functional and information matters in relation to demographic change, spatial analysis and the wider determinants of health inequalities. Representing Policy and Performance at strategic meetings, providing support and challenge.
12. Develop place-based partnership intelligence through the 2030 Better Together Performance Partnership. Participate in relevant internal and external working groups/ projects and initiatives which may be highly complex, sensitive, political, and contain contentious information with the aim of providing information and analytical advice as appropriate.
13. Co-ordinating the work of, and providing leadership to, officers within the Intelligence and Insight function. Lead on specific team/ service projects and work of high complexity and risk, ensuring expectations and deadlines are met and work is produced to the highest standards.
14. Lead on the use of surveys as an engagement tool, including developing surveys, analysing and reporting the outputs, alongside developing skills in participatory methods of engagement
15. To undertake any other duties as may reasonably be allocated to the Community Intelligence Officer commensurate with the grading and responsibilities of the post.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

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