

Job Description and Person Specification

Senior BI & Insight Analyst

Job Details	
Grade	GRD7
Service	Performance Data & Continuous Imprvmn
Location	City Wide
Job Evaluation Code	A6156

About Coventry City Council
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
Serve as a Senior analyst, focusing on intelligence performance reporting and insights. Facilitate better data understanding through linkages, modelling, and visualisation. Collaborate with services to provide insights, aiding decisions to enhance performance. Determine reporting requirements based on service needs and end-use. Enable users to optimise data utilisation. Develop specifications by connecting to data sources, third-party tools, or platforms. Create data models for effective structuring and manipulation. Produce reports with charts, tables, or maps to visualise performance, support decisions, and inform planning or actions.

Main Duties & Key Accountabilities

Providing high-quality information, intelligence, and analysis to aid various services and partners in shaping evidence-based policies and informed decision-making processes. Supporting understanding of local needs while planning and developing services to achieve optimal outcomes for residents.

Extracting, integrating and evaluating data from multiple sources to uncover patterns, explore relationships, and create forecasts; presenting findings to inform decision-makers effectively.

Leading the provision of data, insight and analysis to inform and support the forming of organisational policy, strategy and transformation.

Communicating effectively about data systems, analysis, and findings to diverse audiences across the Council and partners through online, written, and verbal methods.

Providing a professional, creative, solution orientated and responsive service and contribute to the development of a data culture across the Council and partners.

Overseeing statutory and regulatory data reporting, ensuring systems collect data aligned with reporting requirements and that data products are accurately produced.

Leading the development of data quality monitoring processes on critical business systems and providing reports to data owners and service leaders.

Undertaking targeted business analysis activity to support line-of-business system reporting developments and data quality improvement.

Providing performance data to inform senior leaders, commissioners, and relevant partners ensures understanding of results against essential metrics tied to outcomes and resources.

Providing expert advice and recommendations to various staff levels, including senior leadership, on analytical methods and data analysis techniques, enabling informed decisions.

Seeking opportunities to apply business intelligence and analytical techniques to enhance service delivery, reduce costs, or boost income.

Supporting operational delivery and projects in relevant work area through the provision of business intelligence, reports and analysis..

Sharing skills, promote intelligence work and develop the ability of other staff members, including through training, to access quality information directly. Actively look to continuously improve performance and data reporting making recommendations to the Senior BI and Insight Analyst

Staying updated with national and regional data and research developments while advising how these may influence the team, Council, and other agencies.

Key Relationships

External:	May be via direction from the Lead role however interfaces could be: Partners and Industry/Economy Sector leads Local Government networks and think tanks. LGA and Solace Central Government Combined Authority
Internal:	Service Leads across the Council Digital Services Transformation and Change team. All council teams

Standard Information

- Post holders will be accountable for
- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
 - attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
 - any other duties and responsibilities within the range of the salary grade.

Responsible for

BI and Insight Analysts as per service

Person Specification

Requirements

Knowledge	Knowledge of performance frameworks and data systems used in local authorities.
	An understanding of data security and confidentiality issues.
Skills And Ability	Analytical and decision-making abilities: capable of interpreting complex matters, exercising judgement to find solutions, assessing options, and collaborating to achieve broader goals.
	Technical knowledge: the ability to develop and implement service evaluation and improvement plans in line with strategic priorities.

	Capability to establish, sustain, and strengthen collaboration with internal and external stakeholders, networks, and communities to achieve alignment on critical initiatives.
	Highly competent user of Microsoft Excel and the ability to produce data visualisations, such as Power BI reports. Good Knowledge of other Microsoft packages. Knowledge of SQL
	Interpersonal and influencing abilities: capable of establishing rapport, sustaining engagement, and negotiating with various parties to gain support for complex decisions.
	Skills to communicate complex matters in difficult situations, requiring persuasion and influence.
	Excellent organisational skills to meet deadlines in the face of competing priorities.
	Able to take a lead in understanding and improving processes, procedures, data quality and performance.
	Collaborative abilities: capability to engage effectively with others across and outside conventional organisational limits, contributing meaningfully to achieving group goals.
Experience	Ability to demonstrate relevant experience in a similar role
	Previous experience in a Local Authority
Qualification	A Degree (or equivalent) in relevant or Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant roles.