Job Description and Person Specification

Role: Senior Business Intelligence and Insight Analyst (PHM)

Job Description

Job Title	Senior Business Intelligence and Insights Analyst (PHM)
Grade	G7
Service	Public Health
Reports to	Public Health Consultant
Location	Friargate Coventry
Job Evaluation Code	A6156

About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:

About the Service your team will provide

This post will be hosted by public health in Coventry City Council but will be expected to work across health and care partner organisations to support embedding a Population Health Management approach to integration transformation programmes including National Neighbourhood Health programme and ensure this is aligned with internal council transformation. This post is fixed term for 22 months and wholly funded by Office of Health Inequalities and Disparities; with the post-holder undertaking a level 7 Health and Care Intelligence Specialist qualification as a condition of the funding.
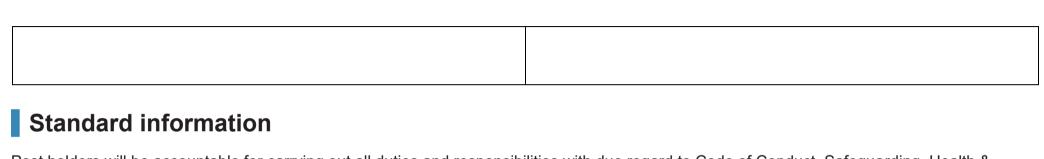
Main Duties & Key Accountabilities

Core Knowledge

- Provide high quality information, intelligence and analysis to support a range of services within your responsibility and partners to inform evidence-based policy and decision making, understand local need and developing services to ensure the best outcomes for residents.

- Extract and combine data from different sources and formats; using analytical techniques and intellectual curiosity to explore data, identify trends and relationships, and to make forecasts; presenting findings in a way that engages and informs decision makers.

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

- Communicate clearly about data systems, analysis and findings to a wide variety of audiences at all levels of the Council and partners, including Elected Members, senior officers and practitioners, using online, written and verbal methods.

- Provide a professional, creative, solution orientated and responsive service and contribute to the development of a data culture across the Council and NHS.

- Lead the development of data quality monitoring processes on key line of business systems and provide reports to data owners, service managers and commissioners, highlighting issues relating to data quality.

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

- Keep up to date with and support the provision of regulatory Council reporting processes and compliance across the Council.

- Provide and present performance information to inform senior managers, commissioners and relevant partners to ensure they are aware of performance against key indicators relating to outcomes for people of Coventry, quality of service and resource management.

- Proactively seek opportunities to use business intelligence and analytical techniques to challenge existing practice and identify opportunities to improve service delivery (including increasing social or environmental value), reduce costs or increase income.

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

- Developing in-depth knowledge of the services you support, their policies and practice as well as the underlying Management Information systems that they use.

- Share 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

- Keep up to date with national and regional data and research developments and advise on how these could affect the work of the team, the council and other agencies.

- Any other duties consistent with the role and service requirements.

Key relationships

External **May be via direction from the Lead role however interfaces could be:** All system NHS organisations (acute, community, primary care, ICBs)	Internal Service Leads across the Council Digital Services Transformation and Change team.

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.

Smoke Free
The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training
The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:
None

Person specification

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Knowledge

- Knowledge of performance and reporting frameworks used in local authorities.

- Knowledge of reporting and data systems

- 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

- An understanding of data security and confidentiality issues.

Skills and Abilities

- Analysis and decision-making skills: the ability to analyse and interpret complex issues and exercise critical judgement in arriving at practical solutions; and the ability to look ahead, assess options and advise others to make plans based on the best options and to work closely with others to secure wider objectives.

- Technical knowledge: the ability to develop and implement service evaluation and improvement plans in line with strategic priorities.

- Partnership working skills: The ability to form, maintain and enhance partnership working with internal and external stakeholders, networks, and communities to build consensus around key projects.

- Information technology skills: the ability to use a range of information technology packages, including MS Office, including an understanding of using IT to improve business reporting and performance management.

- Interpersonal and influencing skills: the ability to build rapport and maintain the engagement and commitment of others and to negotiate with a range of parties to secure their support in implementing difficult 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.
- Team working skills: the ability to work effectively with others both within and beyond traditional organisational boundaries and contribute effectively to meeting team objectives.

Experience

- Ability to demonstrate relevant experience in a similar role

- Previous similar experience in local authority or NHS

Qualifications

- Degree qualified (or equivalent) in relevant or Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant roles.

Special Requirements

Date Created	July 2025	**Date Reviewed**	