

Job Description: Business Intelligence Officer



Job title:	Business Intelligence Officer
Grade:	NJC Scale 12-17 (£22,571 - £24,920) (pro rata)
Contract end date:	Fixed term contract ending 30/09/2023 with the possibility of extension, subject to funding.
Annual Leave:	27 days per annum (pro rata)
Responsible to:	Business Intelligence Manager
Location:	Hybrid: Remote, office base at our central Manchester headquarters and potentially at other 42 nd Street locations across Greater Manchester
Hours of work:	37.5 hours per week / 5 days
Job Summary:	<p>42nd Street's vision is for inclusive, accessible mental health and wellbeing support and opportunities for all young people. Our shared mission is to support young people with their emotional well-being and mental health by offering a choice of effective, creative, young person-centred and rights based approaches. By demonstrating local impact with national significance, we drive meaningful change that makes a positive difference to the lives of young people.</p> <p>We are passionate about driving change in wider health and social care systems to ensure services are accessible to young people and address the health, social, cultural and economic inequalities they face. This role supports us to ensure that 42nd Street can powerfully illustrate the impact we achieve; influence Greater Manchester, and national strategy, system design, and attract new funds. The work of our BI Team enables us to understand what our data is telling us and informs data-driven decision-making, reviews of our services, systems, and processes.</p> <p>The role will provide development opportunities for an individual interested in data visualisation and analysis, and system design for monitoring activities. There will be an emphasis on reporting using pre-existing national NHS and funder templates. You will be required to produce regular reports for a range of external and internal stakeholders, including commissioners e.g. NHS Integrated Care System, Greater Manchester and national funds, independent grant-makers, and individual donors. You will be pro-active in identifying trends, preparing a variety of ad-hoc reports to address specific internal/external queries and you will need to pay particular attention to changes in need, demographics, demand and waiting times.</p> <p>Alongside the Business Intelligence Manager, you will work collaboratively with practitioners, service managers and the Senior Leadership Team to support ongoing development, maximising 42nd Street's insight and intelligence. In this role, you will see the data you work on very much in action all around you. A key aim of this role is to ensure data quality across all services at 42nd Street and will support the monitoring and evaluation of our therapeutic support services, and our identity based groups, social action and creative programmes. You will act as the first point of contact for queries from practitioners and will offer direct support to them to enhance data completeness, overall quality, and enhance their skills and practice in use of our management information system via one to one support, inductions and training.</p> <p>This role presents an exciting opportunity for a person who is interested in data and reporting. You will be able to demonstrate excellent attention to detail and be able to manage multiple strands of work. You will be expected to liaise with internal and external stakeholders, work to deadlines, and be pro-active in ensuring complete and accurate data sets are maintained.</p>
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KEY TASKS:

1.0 SPECIFIC TO THE POST HOLDER

- 1.1 To be responsible for all aspects of data cleansing and data quality within the database, e.g. removing duplications, fixing errors in formatting, typos or similar issues in data fields, or identifying missing data.
- 1.2 Complete regular data quality reports to identify gaps and anomalies.
- 1.3 To liaise with mental health practitioners to plug gaps in data and amend errors.
- 1.4 To identify trends in incorrect or missing data and make recommendations for improvements or individual / team training needs.
- 1.5 Compile reports for internal and external audiences, including:
 - Exporting and manipulating datasets;
 - Populating report templates and dashboards;
 - Completing initial quality assurance checks of reports;
 - Identifying and commenting on anomalies and points of interest.
- 1.6 Act as the first point of contact internally for staff queries relating to the database e.g. data inputting errors; data entry operational processes; password enquiries and user accounts.
- 1.7 Provide inductions sessions and ongoing training for colleagues on use of the database to ensure consistency and high quality practice across the organisation including best practice to avoid data anomalies or errors.
- 1.8 Contribute to the learning and development of colleagues in relation to understanding and interpreting data, including clinical practitioners and management teams.
- 1.9 Work alongside the Business Intelligence Manager to continually develop the charity's user guides and improve accessibility of both training materials and resources, and training delivery methods reflecting on evaluations and feedback from colleagues.
- 1.10 Present data and reports at internal and external meetings.
- 1.11 Support in-year, ad hoc and annual quantitative and qualitative impact reporting and outcomes evaluation across the charity.
- 1.12 Complete second checks of business support team tasks to ensure data entry accuracy.
- 1.13 Contribute to development work with colleagues at 42nd Street and external agencies, including making recommendations for changes/ improvements to the database and data recording procedures.
- 1.14 Contribute to the analysis of data, including interpreting results, drawing conclusions and providing recommendations to guide evidence-based decision making.
- 1.15 Stay abreast of regional and national developments in business intelligence, national mental health datasets and approaches to quantitative and qualitative evaluation methods.
- 1.16 Participate in meetings and information sharing sessions as required.
- 1.17 Complete data entry tasks across wider operational processes as required.

2.0 SHARED WITH ALL STAFF:

- 2.1 Ensure that the values and principles underlying the organisation's mental health and emotional well-being support with young people are maintained and developed. These include an active commitment to anti-discriminatory practice and ensuring that services are accessible to those young people who are often excluded from such services, for example, black young people, disabled young people, gay, lesbian, bisexual and trans young people.
- 2.2 Be aware of and ensure compliance with legal requirements and internal policies with particular reference to information governance, data protection, confidentiality, health and safety, and safeguarding children and vulnerable adults.
- 2.3 Ensure the maintenance of standards of practice according to 42nd Street and any regulating, professional and accrediting bodies (e.g. BPS, HSCIC, UKCP, BABCP).
- 2.4 Contribute to the development of 42nd Street through active involvement in team meetings, consultations and other relevant systems and structures.
- 2.5 Maintain all relevant information systems including monitoring and evaluation, recording HR and personnel systems.
- 2.6 Participate in managerial supervision and have an active involvement in professional development opportunities at 42nd Street.
- 2.7 Maintain safe systems of work at all times and take care of your own safety, and that of colleagues and others who may be affected by your activities.
- 2.8 Undertake any other duties that may be required which are commensurate with your role.
- 2.9 Undertake any requests made by the Leadership Team at 42nd Street that is relevant to this post.
- 2.10 Provide some of your work at times other than office hours depending on the operating times of partners and the needs of the charity; this could include evening and weekend work.

The main responsibilities are not an exhaustive list of duties, only a general guide to the post. In consultation with the post-holder, the duties may change from time to time to reflect the changing needs of the service.

Person Specification: Business Intelligence Officer



Note to applicants: The ideal post holder should meet all the essential requirements detailed below. Consideration will be given to desirable requirements if there are more than 6 candidates who meet all the essential requirements. With reference to the requirements under **item 4** where it is referenced 'application' it is sufficient to **indicate agreement** to commit to the identified professional areas.

SELECTION CRITERIA	METHOD OF ASSESSMENT	ESSENTIAL	DESIRABLE
1. Training, Qualifications & Experience			
The successful candidate will have:			
a) GCSE Mathematics at GCSE grades A* - C / 4 – 9 (or equivalent)	✓ Application ✓ Interview	x	
b) An IT, computer science or data related qualification at GCSE grades A* - C / 4 – 9 (or equivalent), or similar occupational experience	✓ Application ✓ Interview		x
c) Experience of using digital management information systems	✓ Application ✓ Interview	x	
d) Experience of providing guidance and support to team members whose primary role is not IT / management information systems.	✓ Application ✓ Interview	x	
e) Experience of developing and delivering training packages.	✓ Application ✓ Interview		x
f) Experience of using a range of digital software to analyse data or present data in a variety of accessible formats for different audiences (e.g. young people, commissioners or those in non-data specific roles).	✓ Application ✓ Interview		x
2. Knowledge			
The successful candidate will be able to demonstrate knowledge and understanding of:			
a) Some understanding and curiosity to better understand the broad issues surrounding young people mental health and emotional wellbeing and the different sectors in relation to this, including health and social care and arts and culture.	✓ Application ✓ Interview	x	
b) Knowledge of approaches to monitoring, evaluation and impact.	✓ Application ✓ Interview	x	
c) Knowledge of data monitoring and reporting tools and techniques.	✓ Application ✓ Interview		x
d) Knowledge of how best to present different data types.	✓ Application ✓ Interview		x
e) A working understanding of risk management including safeguarding, confidentiality, information governance and data protection as these relate to your role function.	✓ Application ✓ Interview	x	
3. Skills & Abilities			
The successful candidate will have:			
a) Ability to work in a way that engages and demonstrates consistent commitment to	✓ Application ✓ Interview	x	

	issues of equality, equity, diversity and inclusion.			
b)	Ability to communicate confidently and positively using a range of verbal and written communication methods.	✓ Application ✓ Interview	x	
c)	Strong multi-tasker, with the ability to manage competing demands and projects which have different aims, outcomes and requirements.	✓ Application ✓ Interview.	x	
d)	Ability to respond positively to pressure.	✓ Application ✓ Interview.	x	
e)	To think independently and problem-solve, and work as part of a team to achieve goals.	✓ Application ✓ Interview.	x	
f)	Plan, organise and prioritise own workload and manage time effectively to meet deadlines.	✓ Application ✓ Interview.	x	
g)	Attention to detail.	✓ Application ✓ Interview.	x	
h)	Accomplished computer skills including Office applications. Knowledge and practical application of Excel is essential.	✓ Application ✓ Interview.	x	
i)	Ability to negotiate with internal stakeholders.	✓ Application ✓ Interview.		x
j)	Ability to extract insights from datasets.	✓ Application ✓ Interview.		x
4. Professional Commitment				
The successful candidate should be able to demonstrate commitment to:				
a)	Ensuring that issues of equality and a respect for diversity is reflected in all aspects of work.	✓ Application	x	
b)	Recognition of the need to be accountable for work through supervision, performance management and other relevant processes.	✓ Application	x	
c)	Continued professional development through undertaking training and participating in other learning opportunities.	✓ Application	x	
d)	Work as part of a team, contributing to 42 nd Street's effectiveness, quality of services, skills and expertise.	✓ Application	x	