

Data Analyst

JE Code: **JE1871**

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| **We are dedicated, respectful, collaborative. We are Milton Keynes Council** | |
| **Service:** | Asset Management & Investment team – Environment & Property |
| **Reports to:** | Repairs/Asset Manager |
| **Job Family:** | Professional & Technical |
| **Grade:** | F |
| **Political restricted:**  **Date:**  **JE Code:** | N  May 22  JE1871 |

**Key Deliverables**

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| **1.** | Provide expert and high-quality information and advice to the Asset & Repairs Manager and across the service group relating to asset services, with our performance and keystone housing stock data. |
| **2.** | To take responsibility for a number of key databases including Keystone, the Council asset management database and Northgate. Using the databases to gather, store, analyse and provide access to information that helps users gain insights and make better evidence-based decisions in relation to future investment in the Housing portfolio. |
| **3.** | To ensure the business intelligence function for the Service to ensure all relevant information is in one place, easily accessible and used to good effect to positively inform service planning, investment modelling, delivery and review. |
| **4.** | Work as part of the Asset Management & Investment Service to deliver outstanding planned, responsive and property investment services and contribute to the delivery of the Council’s strategic objectives. |
| **5.** | Foster excellent internal and external working relationship to enhance service delivery. |
| **6.** | Support the Repairs & Asset Manager to deliver the Council’s and Directorate’s objectives. |
| **7.** | Ensure data in relation to health and safety and statutory compliance is accurate and up to date. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills, expertise & qualifications)**

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| **1.** | Educated to National Qualifications Framework Level 5 or above in statistics or a numerate discipline, or equivalent experience in the workplace. |
| 2. | Knowledge and skill in collecting, collating, analysing and communicating data from Keystone or an equivalent asset data base system. |
| 3. | Can create and use own spreadsheets, databases and word processing package at advanced level  Evidence of having developed and implemented operational procedures for generation of performance information. |
| 4. | Evidence of having organised and arranged methods of collecting considerable amounts of data, by managing self, establishing arrangements with others to achieve results, and planning workload effectively. |
| 5. | Able to analyse complex data and deliver information written or spoken to a range of audiences. |
| 6. | Ability to identify and mitigate Risks within the service area and in particular around the collection of data and interpretation of performance information. |
| 7. | Experience of working with multi-disciplinary teams and of having successfully supported service staff in the use of performance information with an ability to coach others in the use of provided databases and systems. |



Job Family

Professional & Technical

Grade F

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| **Colleagues Expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

**Job Family- Professional & Technical**

**Role Characteristics**

At this level job holders use their extensive experience and postgraduate level professional knowledge to take a lead in complex interactions with others, delivering change by evidence-based argument and persuasion. They exert professional influence on the organisational structures and procedures within their working area to enhance productivity, efficiency and customer satisfaction.

**The knowledge and skills required**

The advanced theoretical knowledge required to make appropriate judgements and decisions at this level is augmented not only by ongoing professional development and awareness of external legislative and societal change, but also by a deeper understanding of the Council operational structures which both support and depend upon the job holder's actions and advice. Roles will be professional experts, providing guidance to those in earlier career stages.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other Level I jobs will use a range of equipment requiring precision in their use and handling.

**The type of thinking, planning and communicating necessary**

Job holders will use their professional expertise to deal with complex, pressing issues on a day to day basis, but will also look well ahead and take a more strategic view of their project and service delivery objectives, shaping their teams' composition, approach and operating procedures in accordance with wider service goals mandated by Service management.

The information exchanged at this level will be routinely complex and even contentious in nature. Job holders will, however, have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence-based, reasoned argument. This will occur in written interactions but can also be the case in face to face verbal exchanges where job holders will advocate a position in response to opposing opinion in a formal or informal setting.

**The freedom to make decisions and innovate**

At this level, job holders will have the freedom to interpret policy and broad operating guidelines in order to shape their teams' detailed approach to meeting their corporate objectives and targets. They will deal with deal with escalated, multi-faceted problems independently and will tend to only consult their manager on fundamental policy or resource issues.

**The areas of responsibility**

With a diverse range of jobs being represented at this level of the PT family, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people - whether external service users or partners - and will be responsible for high-impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people OR enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have at least one other elevated level of responsibility for for such elements as finance, information assets, equipment or premises.

Internal facing roles are likely to have this pattern reversed, with the weightiest responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

Jobs will generally have formal line management responsibility and will not only allocate and check work, but also be directly involved in assessment, recruitment, and other human resource related procedures. posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of Council services, finance or other major asset(s).

**The impacts and demands of the role**

At this level, tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently complex, demanding of lengthy periods of concentrated mental attention while also managing high levels of work-related pressure from

Duties of jobs at this level in the PT family will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional / Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions when the particular needs of their specialism requires them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments. Other PT jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.