Deputy Chief Executive Directorate

Business Intelligence Analyst Adult Social Care

Job Description and Person Specification

January 2026

Job Description

Job Title:	Business Intelligence Analyst Adult Social Care
Department:	Strategy
Function:	Change
Team:	Business Intelligence Hub
Post number:	
Grade:	LBR11
Hours/weeks: *E.g. 36 hours/52.14 weeks*	36
Base location:	Lynton House
Reports to: *Job title*	Head of Business Intelligence
Responsible for: *Job titles of direct reports*	Matrix Management Responsibility for Graduate Business Intelligence Analysts

Role purpose and role dimensions: *Overview of the job*	This is an exciting time to be working for the London Borough of Redbridge a new management team we are renewing the way we work to create an innovative council and a thriving borough. Business Intelligence is at the heart of this change. A newly created Business Intelligence Team will deliver a wide range of specialist data analysis tasks that enable effective and evidence based strategic decisions that lead to better outcomes for our communities. As an integral part of this team, the successful candidate will demonstrate a strong ability of applying analytical techniques, including use of necessary software, to produce accurately informed insight and knowledge and apply this to a range of strategic projects. The post holder will effectively balance the day-to-day demands of a multitude of core responsibilities relating to the Business Intelligence Hub Responsibilities. This will involve the management of a diverse and complex set of work set across a range of service within Adult Social Care. This will include projects and statutory work that post holder will be expected to deliver without compromising the performance and expected outputs of any one strand of work The key outcome will be the delivery of more efficient services, processes and prevention and intervention points that meet the needs of the Borough's diverse and changing population. Therefore, the role will demand sharp business analysis skills and visionary strategic thinking. Innovative, creative and sustainable solutions will be developed that remain credible under robust cross examination of the post holder. Business acumen will be essential as will effective organisational risk assessment and management. The post holder will have a high level of awareness of the local policy context and will be able to use this knowledge to proactively gather, interpret and analyse a range of data to create knowledge for decision makers and will be required to constantly operate and influence at a senior level and within a political context. Will require the ability to present data to members, directorates and the corporate strategy team in an accessible, accurate, relevant and timely way to support better business and strategic analysis is essential. The post holder will be able to thrive and excel working in collaboration with teammates that have different skills and specialisms and must have excellent interpersonal skills to engage internal and external stakeholders. Managing deadlines and conflicting priorities is essential to undertaking the role successfully. This role will have a key part to play in ensuring that the Council responds effectively to the needs of customers, overseeing the strategic planning and analysis of local, regional and national trends across a wide range of data sets. This includes ensuring the candidate is continually appraised and holds a string understanding of statutory responsibility for national data responses/returns and management/oversight of external validation processes;
Key external contacts: *Organisations*	Members, GLA, London Councils, ONS, NOMIS, LGA, LGA Insight, other local authorities
Key internal contacts: *Job titles or groups of staff*	All officers across the Council,

Financial dimensions: *Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.*	Responsible for project budgets, grant funded work
Key areas for decision making:	Lead and take responsibility for key elements of the continuous development of the corporate Business Intelligence Hub and the on-going statutory reporting functions across the People Directorate.

Playing a key integral role in delivering key projects as directed by the Head of Business Intelligence and Performance Management.

Play an integral role in supporting the design and production of evidence based research and analysis

Developing tools to provide insight into the strategic interpretation of highly complex data and other information necessary to ensure efficient and effective working and inform both operational and strategic planning.

Using Business Intelligence to evaluate the benefits and risks of for the commissioning and procurement of external contracts in relation to the Council.

Using Business Intelligence to inform how judgments regarding how services could be remodelled and improved and judgements on whether services should be recommended for delivery across boroughs or outsourced Alternative delivery Models

The determination and prioritisation of resources, to maximise results and ensure efficient and effective working.

Development and implementation of policy and strategies to improve the overall performance of the Council

To take responsibility for the use of data systems across the Council, ensuring data is captured and maintained in an efficient and effective manner in line with General data Protection Guidelines (GDPR)

Responsibility for developing new lines of enquiry that inform and enable financial change opportunities across directorates.

Taking a leading role in delivering project work as directed by Senior Business Intelligence Analysts or Head of Service.

To take a pivotal role in providing Intelligence support to internal committees/Cabinet including Health Scrutiny, Portfolio Holders, Management Board and Senior Management teams

Provide support to Public Health Consultants/GP Trainees in relation to data research and interpretation. |
| **Other considerations:** *E.g. working patterns* | Evening working as and when required to attend relevant conferences, external workshops. |

Key accountabilities and result areas:	Key elements:
Creating intelligence	**This will involve:** • Identifying, managing and analysing data from inside and outside the Council and developing complex evidence bases to support strategic decision making, this will be centred on achieving key strategic outcomes in line with the Corporate Strategy and explore the Preventative initiatives that are borne through a collaborative approach to using data • Develop a performance culture, collaborating with leaders across the Council to facilitate change • Being a source of innovation and expertise within the team and the Council for Business Intelligence • Lead projects and working groups and use in depth data analysis to identify reductions in service spending and revenue increase • Working in close collaboration with teammates with different skills and specialisms on cross cutting data insight projects that result in better outcomes for residents / the Council • Manipulate, analyse and interpret complex data, identifying key findings and action or improvements that are needed as a result • Interpret data and intelligence making recommendations to Management Team and Directors accordingly in the form of written and verbal presentation • Developing strong customer knowledge across the Council to improve the outcomes of strategic decisions • Using a range of software and IT applications to obtain and manipulate data to make it accessible and useful to decision makers • Develop infographics to graphically illustrate data • Power BI dashboard development, and SQL report writing • Proactively seeking out opportunities to make available and disseminate across the Council data on, for example, population and demographics • Use project management methodology and tools and lead projects to carry out high level analysis of strategic trends and insight and produce analytical reports as required corporately or as commissioned by services to provide the basis for informed decision making

Providing a corporate data service	This will involve:
	• Using clear and compelling presentation of complex information, make available to all services, Members, partners and residents through a number of means reliable, up to date and detailed demographic data
	• Maintain working up-to-date knowledge of statutory responsibility for national data responses/returns and management/oversight of external validation processes;
	• Maintaining a high level off awareness of the Council's policy context, including external influences, with a view to driving the analysis leading to high quality insight being available to senior managers to make informed decisions
	• Building excellent relationships with staff at all levels to identify improvements to existing analytical processes, including access to external data sets and enable services to identify data needs
	• Assisting colleagues to locate and make use of cross cutting government data and intelligence
	• Work collaboratively across a range of external partner agencies to evaluate synergies between respective change programmes with respect to data.
	• Providing high level expert advice across the Council on analytical and statistical techniques so as to effectively monitor, analyse and evaluate data to contribute to the delivery of the Corporate objectives
	• Responding to ad hoc internal and external data requests and queries
	• Representing the Data Intelligence Team internally and externally as required
	• Working with colleagues, to lead on the business and process re-design that will be necessary to ensure that digital solutions are effective and efficient.

Improving data practices	This will involve:
	• Leading on work with services to identify poor data quality to find creative solutions to improve data quality
	• Providing expert support and guidance to services on data handling, data management, interpretation and analysis, data sharing protocols and statistical techniques
	• Leading and supporting the automation of data processes using relevant technology
	• Use and implement best practise from authorities who are deemed leaders in the Data and Business Intelligence and Insight landscape.
	• Lead on the development and implementation of data visualisation tools, analytics information and audit systems.
	• Develop effective working relationships with senior colleagues within the NHS, partner organisations and other external organisations
	• Ensuring that they understand key / relevant Public health principles, especially tackling inequalities in health.
	• Maintain a comprehensive and up to date knowledge of all relevant legislation, procedures and current and emerging best practice for the area of responsibility and ensure that the organisation meets all of its statutory, regulatory and contractual obligations

General accountabilities and responsibilities

Green Statement	This will involve:
	▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

Data Protection/Confidentiality	This will involve:
	▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.
	▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.
	▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.

Conduct and Whistleblowing	This will involve:
	▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.

Safer Working	**This will involve:** ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	**This will involve:** ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertaken any appropriate training and to challenge any prejudice and discrimination.
Customer Care	**This will involve:** ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	**This will involve:** ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	**This will involve:** ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	**This will involve:** ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Business Intelligence Analyst Adult Social Care		
	Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important	**A - I – T**	Weighting
Minimum education/ qualifications:	Degree or equivalent – through qualification or prior learning within Local Authority or Adult Social Care Setting	A-I-T	3
Minimum experience/ knowledge/ skills:	• Experience of developing complex evidence base and applying this to support strategic decision making.	A-I	3
	• Experience of manipulating, analysing and interpreting data, identifying the key findings and action or improvements that are needed as a result.	A-I-T	3
	• Experience of analysing data and summarising for different audiences.	A-T	2
	• Strong ability to use or learn to use software to extract and manipulate data sets.	A-I	2
	• Ability to carry out high level analysis of strategic trends and insight to provide advice.	A-I-T	3
	• High level of data manipulation, analyse and interpret numerical data.	A-T	3
	• Experience and knowledge of project management methodology and tools.	A-I	3
	• Experience of planning and managing projects, setting targets and ensuring these are met.	A-I	2
	• Ability to prioritise, plan and deliver own work programme within deadlines.	A-I	2
	• Excellent report-writing and oral communication skills.	T	3
	• Good knowledge of local government and the policy context around it.	I	2
	• Good political and organisational awareness.	A	2
	• Experience in delivering Power BI dashboard development, and SQL report writing	A-I-T	3
Minimum behaviours:	• Effective team player. Able to work effectively in a partnership environment with colleagues from a diverse range of professional backgrounds.	A-I-T	3
Communicating and influencing others	• Well-developed communication skills, including report-writing and presentational skills	A-I-T	3
	• Clear and compelling presentation of complex information in a range of formats to a variety of audiences	A-I-T	3
	• Able to build good relationships with staff at all levels and with external partners and organisations	A-I	2
Working together	• Highly adept at working in collaboration with teammates with different skills and specialisms	A-I	3
	• Able to support and enable services to identify data needs	A-I	2

Driving improvement	• Improve processes and systems that enable analysis and insight, including technology, accessibility and new methods and techniques	A	3
	• Is self-motivated and looks for ways to improve data activities undertaken and investigate new sources of insight and data	I	3
	• Able to move outside current thinking to generate new ideas and solutions	A	2
	• Strong focus on realising benefits	A	2
	• Gives clear and honest feedback to colleagues and partners and embraces feedback about their own job performance	I	2
Adaptability	• Flexible about the roles and activities to be undertaken	I	3
	• Able to cover data specialisms when required		
	• Willingness to shift and amend plans in line with corporate priorities		