

London Borough of Redbridge Data & Insights Analyst - Modernisation

About Redbridge

Redbridge is home to 311,000 residents, more than 350 local voluntary and community organisations and thousands of businesses. We are among the fastest growing parts of the country and the third most diverse London borough. Our communities are attracted by a mixture of excellent schools, relatively affordable housing compared to other parts of London, high quality open spaces and rapid transport connections into the heart of the city.

Our population is getting both younger and older - driving increased demand in both adults and children's services. A growing population has placed huge pressure on a housing stock built for a different era. The pace of change to meet these challenges is phenomenal.

Alongside our values of **Collaboration, Honesty, Excellence and Fairness**, we have an ambitious strategic delivery plan to make Redbridge a great place to live.

Job Title:	Modernisation Data & Insights Analyst		
Accountable To:	Head of Performance & Insights		
Grade:	LBR10	Post number	TBC
Direct Reports:	N/A		

Role Dimensions

The Council is delivering a wide-ranging Modernisation Programme in the context of Exceptional Financial Support (EFS) and sustained financial and demand pressures. This programme requires timely, credible and decision-focused insight to shape priorities, track progress and evidence impact.

This role provides embedded analytical capacity and the technical expertise to transform raw data into actionable insight, specifically powering and informing our modernisation portfolio. The role focuses on developing a robust understanding of existing service and programme baselines, drawing on both qualitative and quantitative data, and using this to generate rapid, high-quality performance reporting, management information and insight in response to critical modernisation activity across the portfolio. Working at the interface between the Modernisation function, Performance & Insight, Digital, Finance and service areas, the postholder ensures that senior leaders have a clear, shared understanding of overall performance, performance trends, and how the organisation is performing against agreed baselines, plans and intended outcomes.

The nature of this role being explicitly programme-facing is an exciting one, as it will consist of a varied portfolio of work. It is designed to operate flexibly across workstreams, responding quickly to shifting priorities, urgent data requests and evolving governance needs while maintaining analytical rigour and consistency

Management Structure

Reports to Head of Performance and Insights

Not a line management role

Job Context

Key Relationships:

Head of Performance & Insights (line manager), Head of Modernisation, Performance & Insights Analysts, Modernisation Business Analysts, Heads of Service and programme SROs across all directorates, Director of Modernisation and Delivery, Finance, Digital Transformation, PMO

Key Accountabilities

Modernisation Performance & Programme Insight

- Develop and maintain clear performance frameworks for the Modernisation Programme, aligning measures to agreed priorities, milestones, benefits and outcomes
- Produce concise, decision-ready performance and insight outputs (briefings, dashboards, data packs) for programme boards, DMT and Cabinet
- Analyse performance data associated with modernisation activity to identify trends, variance against baselines and plans, and emerging performance implications, providing clear insight to inform leadership discussion
- Translate complex operational, financial and performance data into clear insight that supports practical decision-making

Benefits Realisation & Impact Analysis

- Support the definition of benefits profiles for modernisation initiatives, including savings, demand reduction, productivity and service improvement measures
- Establish baselines and analytical methods to enable credible tracking of benefits over time
- Carry out post implementation and in flight analysis to assess whether intended impacts are being realised and explain variance between plans and outcomes

Data, Reporting & Visualisation

- Design and maintain dashboards and reporting products (e.g. Power BI) that provide a coherent, portfolio-level view of modernisation activity
- Improve the flow, quality and consistency of management information used across the programme
- Ensure performance information is accessible, well structured and proportionate, avoiding unnecessary reporting burden

Collaboration & Agile Working

- Respond rapidly to ad-hoc and urgent analytical requests arising from modernisation activity, financial recovery requirements or external scrutiny
- Work flexibly across multiple service areas, adapting analytical approaches to suit context, data quality and timescales
- Ensure performance information is accessible, well structured and proportionate, avoiding unnecessary reporting burden
- Work closely with colleagues in Modernisation, Finance, PMO, Digital and services to align data, definitions and assumptions
- Act as a critical friend to programme and workstream leads, challenging interpretation where necessary and strengthening the evidence base for recommendations
- Work collaboratively and agilely with other Performance & Insight analysts to enhance, complement and streamline existing service and corporate reporting, avoiding duplication and ensuring a coherent narrative across performance products
- Support a shared understanding of performance and insight across the programme through clear communication and collaboration

Analytical Standards, Governance & Quality

- Ensure analytical outputs meet corporate standards for quality, transparency, data governance and confidentiality
- Document assumptions, methodologies and limitations clearly to support auditability and confidence in findings
- Contribute to continuous improvement in how performance and insight is used to steer modernisation activity

General Accountabilities

Green Statement

- 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

- 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

- 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

- 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 Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.

Equalities

- 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 undertake any appropriate training and to challenge any prejudice and discrimination.

Customer Care

- Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.

Health and Safety

- 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

- 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

- 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 grading level and competence.

Grade/Conditions of Service

Person Specification

Method of candidate assessment:

*A = Application Form, I = Interview/ Test,
 Weighting: 3 = Essential, 2 = Desirable*

		A-I-T	Weighting
Essential	• Experience in a performance, insight, intelligence or analytical role within local government or a similarly complex organisation	A	3
	• Strong analytical capability, with experience working with operational, financial and performance data to generate actionable insight	A, I	3
	• Proven ability to produce clear, concise analytical outputs for senior audiences, including briefing papers, dashboards or presentations	A, I	3
	• Experience using tools such as Excel and Power BI (or equivalent) to analyse and visualise data	A, I	3
	• Ability to build credible working relationships with senior managers at Head of Service level and above, and to present findings clearly and confidently	A, I	3
	• Good understanding of local government service delivery, funding pressures, and the operating environment for public services	A, I	3
	• Ability to work at pace, manage competing priorities and respond flexibly to changing demands	A, I	3
	• Experience of working across organisational boundaries, engaging with multiple service areas and corporate functions to deliver cross-cutting analysis	A, I	3
	• High levels of attention to detail, professional curiosity and sound analytical judgement	A, I	3

Desirable	<ul style="list-style-type: none"> • Experience of working in a council or public body under financial recovery, transformation programme, or commissioner oversight • Experience working with incomplete or imperfect data and developing pragmatic analytical solutions • Knowledge of demand modelling, including understanding drivers of demand, forecasting service pressures, and interpreting how changing in policy or service design impact future demand and performance • Advanced technical capability in data analysis and reporting, such as: • Writing and optimising SQL queries to extract, join and transform data from multiple sources • Building robust analytical measures and calculations using DAX within Power BI • Designing and developing well structured Power BI reports and dashboards with effective data visualisation principles • Experience writing and developing scripting or coding languages (e.g. Python or R) to automate data preparation, analysis or validation (desirable but not essential) 	A, I	2
Minimum competencies:			
Communicating and influencing	<ul style="list-style-type: none"> • Ability to influence senior stakeholders. • Excellent communication and presentation skills • Strong negotiation and relationship management capability. 	I	3
Building relationships, working together and in partnership	<ul style="list-style-type: none"> • Builds strong, effective relationships across services, and partner organisations • Works collaboratively to co-design solutions and achieve shared outcomes 	I	3
Respecting & implementing diversity	<ul style="list-style-type: none"> • Demonstrates commitment to inclusive, accessible and user-centred service design • Ensures digital solutions consider the needs of all users, including those with additional accessibility requirements 	I	3
Planning, organising & achieving results	<ul style="list-style-type: none"> • Able to manage multiple priorities, delivering innovation initiatives from concept to implementation • Focuses on achieving measurable outcomes and benefits 	I	3

Embracing change	<ul style="list-style-type: none"> Proactively identifies opportunities for improvement and innovation 	1	3
	<ul style="list-style-type: none"> Supports and promotes a culture of continuous improvement and digital transformation 	1	3
For those with managerial responsibility Leadership	Not a line management role. Expected to provide leadership through facilitation, coaching and influencing in multidisciplinary teams, and to role-model user-centred, evidence-based decision making.		
Managing and developing people	As above.		

Special Conditions

Working Pattern and travel	<p>Hybrid working with regular attendance at Lynton House and other council sites as required.</p> <p>Occasional evening engagement with residents and stakeholders (where required).</p> <p>Ability to travel between council sites when needed.</p>		