

Role Title	Business Intelligence Developer
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO6
Purpose To develop reporting solutions to manage, access and use the Council's data and enable the delivery of accurate, timely and high-quality Business Intelligence (BI) products.	

Job Specific Accountabilities:	End Result/Outcomes
Engage with key stakeholders, service managers and other members of the service to identify data reporting and visualisation requirements.	The reporting requirements of relevant services are identified, agreed and documented.
Use available BI tools (e.g. Excel, Business Objects, Crystal Reports, SQL, SSRS, Power BI) to develop reporting solutions to manage, access and use the data available in the Council's business applications and databases.	<p>Data reports can be developed or changed in order to meet agreed requirements.</p> <p>Available technology is used effectively to access and use data from the Council's business applications and databases.</p> <p>Business Intelligence teams can easily access and use the data needed to analyse and report on the activity and performance of Council services</p>
Lead and deliver on projects involving the management of data and development of data reports.	Projects involving the management of data and development of data reports are planned, managed and delivered successfully.
Work with other members of the BI service to test new reports and dashboards and transfer into 'business as usual' practice within the team.	<p>New or amended data reports are effectively tested to ensure they are accurate.</p> <p>New or amended data reports are adopted effectively into 'business as usual' practice.</p>
Work with service managers to enable and support them to access reports and dashboards directly.	<p>Service managers have direct 'self-service' access to data they need to manage their business and understand performance.</p> <p>Managers receive effective advice, support and training to use self-service reporting options.</p>
Use specialist knowledge and techniques to identify problems with the quality of recorded data and develop solutions which enable these to be addressed.	<p>Creative techniques and solutions are developed in order to identify and understand data quality issues.</p> <p>Information and data is made available and used to enable services to manage and resolve data quality issues.</p>
Identify and develop innovative solutions to improve the efficiency, effectiveness and automation of reporting processes.	Business Intelligence teams can implement new ways of working which lead to improve efficiency, effectiveness and automation.
Maintain a good and up-to-date knowledge of	The BI service understands and is able to

BI technologies, approaches and methods.	exploit new developments and improvements in BI technologies, approaches and methods.
Work with team managers to develop and implement new BI and data reporting strategies and approaches for the BI service and the Council.	New BI and data reporting strategies are developed based on a good understanding and assessment of relevant issues and the potential options. New strategies are planned and implemented successfully in order to achieve improvements in approaches to BI and data reporting.
Work with other members of the service to transfer specialist knowledge and skills in the use of BI tools.	Other members of the service are able to extend their knowledge and skills in the use of a range of BI tools.

Generic Accountabilities	End Result/Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	Work is completed on time and to the quality and standards required. Changes to priorities are accommodated. Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints. Professional and legal compliance is assured.
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	Activities are undertaken according relevant guidelines / regulations / procedures. Customer / stakeholder views are available to inform recommendations. Data and measurements are accurately recorded.
Collate, process and analyse complex information. Ensure all required records and information are maintained correctly.	Information / applications are processed according to procedure. Information is managed efficiently and accurately. Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.
Prepare and present results / responses / reports / recommendations.	Accurate, complete and relevant information / reports are provided for internal and/or external use. Issues are clearly summarised, progress and implications are reported. The council's position is clearly stated.

Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion, or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
Challenge customers' practice and minimise risk, referring concerns to line manager.	<p>Customer risks are assessed.</p> <p>Relevant health, safety and welfare requirements are met.</p>
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>
Lead projects or improvement programmes, or contribute to the delivery of larger projects	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
Support others in their development, including external organisations / customers where appropriate.	<p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>
Develop good working relationships and communicate effectively with internal/external organisations and stakeholders. Represent specialist area internally and externally. Model, demonstrate and promote good practice relevant to the role.	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned</p>

	and effective. Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered. Partnership working groups produce valid and timely outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities. Contribute to budget planning as required.	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Nature of Contacts

Typically involves Directors, Heads of Service and Senior Managers across the Council, and external agencies and organisations.

Work directly with colleagues at all levels (including Heads of Service and Directors) to advise on and influence their approaches to management and use of data, to gather and exchange information and co-ordinate actions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically, including senior management.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain effective joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Procedural Context

Work within a policy framework and regulatory guidelines, applying specialist knowledge of systems, procedures and best practice relating to Business Intelligence.

Work to broad managerial direction to ensure performance standards and expectations are met.

Deal with technical and contentious non-technical matters relating to the management and use of sensitive data and information, often requiring significant influence and persuasion of a complex range of stakeholders.

Has responsibility for developing solutions to enable the monitoring and evaluation of performance across a range of sensitive, high-profile and statutory services, for making recommendations for change and for managing their implementation.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals. Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service.

Provide specialist advice and support to colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Accountable for proper use and security of sensitive data, information, resources, equipment and/or facilities within area of responsibility.

Use high levels of creativity and initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

Based at Waltham Forest Town Hall. Occasionally the post may be expected to work from other locations

Works within a service of around 30 employees. Reports to Families Performance & Information Manager or Team Leader.

Resourcing

Budget Responsibilities: None.

Supervisory Responsibilities: No direct line management responsibility, but the role will involve some supervisory responsibility including on the job training and quality assurance of others' work.

Knowledge, Skills and Experience

Relevant experience providing similar support, with evidence of specialist knowledge and work responsibilities appropriate to the role.

Highly numerate, with excellent analytical and problem-solving skills.

Ability to communicate effectively using a wide variety of media and methodologies, including written, oral and visual means of communication.

Experience managing large and complex data sets, including use of techniques to improve

data quality and manipulate data (such as ETL extract, transform, load).

Experience using data reporting applications (such as SQL, SSRS, Crystal Reports and Business Objects).

Experience using dashboard and visualisation applications (such as Tableau, Qlikview or Power BI).

Experience using 'cloud' platforms for management of data and analytics (such as Microsoft Azure, Google Cloud Platform or Amazon Web Services).

Knowledge of legislation, regulations and principles relating to data protection and information governance, and experience of applying these in practice.

Well-developed interpersonal, persuasion and negotiating skills.

Experience of providing information and advice to key decision makers, including service directors and senior stakeholders.

Experience of successfully managing and delivering projects or programmes

Self-motivated, enthusiastic and driven to achieve success.

Ability to think strategically.

Ability to develop creative and innovative solutions for technical and non-technical challenges.

Resilient in the face of competing priorities and a demanding workload.

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area

Evidence of Continuous Professional Development