



SENIOR ANALYST JOB PROFILE

Job Title:	Senior Analyst
Accountable to:	Analytics Manager
Location:	Flexible, with regular travel nationally.
Key Working	
Relationships:	Cafcass Model Office, Analytics Team, Strategy, National Improvement Service, National Commissioning Team, Corporate Management Team, Operational Management Team, Heads of Professional Practice, Assistant Directors, Heads of Practice, managers across internal HR, Finance, Management Information, and IT services; senior analytical staff in external stakeholder organisations, (e.g., HMCTS, MoJ, DfE).
Role Requirements:	(See attached person specification)
Terms of Employment:	Permanent
Band:	7
Salary:	£41,550 – £46,332
London Weighting:	£4,582 per annum for staff with a permanent base in Greater London
Superannuation:	The pension scheme used by Cafcass is the West Yorkshire Pension Fund (a Local Government Pension Scheme). This is also our auto enrolment scheme. Contribution rates are based on a tiered system.
Annual Leave:	28 days rising to 33 days after 5 years reckonable service, inclusive of 3 statutory /privilege days to be taken between Christmas and New Year.

JOB SUMMARY:

This key role in the Cafcass Strategy Directorate will work alongside senior Model Office and Cafcass Analytics colleagues as a highly credible analyst and business improvement professional.

The post holder will provide senior level expertise to the continuous development, and efficient production of business intelligence and reporting system to meet the developing needs of stakeholders, in line with the strategic objectives of Cafcass. The post holders significantly contribute to the development of information management within the organisation and provide senior analytics expertise to a range of corporate development and innovations projects.

The post holder will also work closely with a range of internal stakeholders on continuous improvement initiatives, maximising the opportunities available through analytics, business processes and internal workflows.

The post holder will require a detailed working knowledge as to how Business Intelligence tools function and operate and will play a senior role in the design, configuration and deployment of BI and visualisation tools.

A practitioner level of technical and operational understanding of Cafcass' information systems is required, these may include (but are not limited to):

- ChildFirst – Case management system
- MHR iTrent HR & Payroll
- Microsoft Power Platform
- Microsoft Sharepoint based systems developed in-house to report performance, learning & quality
- Microsoft SharePoint Lists
- Cafcass Complaints and Feedback system

The role requires deployment across the organisation to produce comprehensive and integrated systems and management information for the purpose of service effectiveness. This includes collection and analysis of data, identifying future project areas, and formulating project methodology along with providing advice to senior management on business intelligence that will contribute to the achievement of business objectives.

MAIN DUTIES AND RESPONSIBILITIES:

Service Effectiveness Including Information Management

1. To analyse and generate insight arising from complex Cafcass data. Provide expert level analysis to clearly communicate impact for Cafcass, the sector, and children and families. To be innovative and curious in investigating hypotheses, pursuing analysis, incorporating wider context, and monitoring ongoing impact, trend and risk.
2. Working with managers and appropriate experts to design and deliver analysis that drives operational improvement and professional challenge in the quality of services to children and families.
3. Provide senior analytics expertise, analytical solutions and services to directly support operational innovations, strategic objectives, business planning and improvement processes.

4. To design and provide support to implementation of improvements to business processes and systems developed as part of the programme of practice innovation and organisational change through skilled business and operational analysis.
5. To collect and collate all data as necessary using Cafcass' information systems to ensure the effective performance management and measurement of Cafcass.
6. To ensure Cafcass information requirements are identified, prioritised, analysed and implemented to timescales that meet the objectives of Cafcass' programmes and projects.
7. To provide as directed development level support to Cafcass' Strategy Team, Operational Management Team (OMT) and the associated projects, including the provision of analytical support to strategic innovations programmes and projects, including support to management information, data requirements and assurance.
8. To support Cafcass' systems and processes to meet the information needs of Cafcass and to provide a senior role in the development of new data management systems as required ensuring their integration and compatibility with other data systems across Cafcass.
9. To assist in the monitoring, interrogation and to perform data validation checks to ensure data integrity within Cafcass' information systems.
10. To analyse and report on performance indicators and to assist in the development of new performance indicators as required, for operational, HR and other corporate development activity.
11. To work alongside Assistant Directors, the Principle Social Worker and the National Improvement Service on development of insights and data requirement to support the continuous improvement of our services to children and families.
12. Take a key role in respect of preparation for Ofsted inspections of Cafcass, in the monitoring and review of local area action plans and associated performance improvements. This will include supporting, where required, thematic audits of operational and non-operational work to ensure relevant standards are being achieved.
13. Ensure the output contribution of Cafcass Analytics and Model Office of the highest standard by managing and reviewing the work of others in the team and on relevant projects, providing feedback and support for individual improvement and being available for expert support and advice.
14. Provide relevant support to ad-hoc requests and tasks, either directly or by planning resolution and assigning relevant work, received to the Cafcass Analytics team mailbox.

Support to Achieve Effective Service Delivery

1. Highly effective planning and prioritisation of tasks, and able to co-ordinate the work of self and, when required, others to meet agreed timescales.
2. Ability to deliver high quality work to deadlines in a high demand environment.
3. Provide a senior first line response to technical queries and information requirements.
4. Provide senior level support to non-operational teams on the transformation of internal analytics and the wider organisational information hub.
5. Undertake any other duties commensurate with the grade and as requested.

Engagement and Partnership Working

1. Supervise, coach and develop Cafcass Analytics and Model Office staff, and other organisational roles where data literacy is a requirement, to enable them to deliver the highest standard of service.
2. Support the Head of Analytics in the development of data literacy of staff across the organisation. This will include direct support to managers in understanding and using Cafcass Analytics products.
3. Contribute to the design and development of relevant Cafcass Analytics and Model Office training materials, engaging with all stakeholders as appropriate.
4. Provide senior analytics support to organisational and system wide business change, providing expert advice and support to the development of information systems to achieve strategic outcomes.
5. Provide expertise to cross system reporting in collaboration with the MoJ, DfE and other family justice partners to enhance wider support to Family Justice System performance. This will include providing support to the ongoing development of co-ordinator data provided to family justice partners.
6. As required, attend cross-system meetings and events as a representative of Cafcass to provide expert input on issues of system performance and improvement. This will include a requirement to present complex information to senior Family Justice System colleagues related to Cafcass and the wider sector.
7. Be an active member to organisational groups, projects and boards, providing expert analytical support related to trend, risk and improvement.

General:

1. To understand the commitment to safeguarding children within the organisation, and to support and contribute to organisational wide activities to meet statutory and professional responsibilities with regards to safeguarding children
2. Maintain confidentiality at all times, in accordance with the Data Protection Act, and to be aware of the sensitivity of IT issues in all aspects of the role.
3. Ensure compliance with Data Protection and Freedom of Information legislative requirements.
4. The post holder may be required to travel to attend meetings, training events or undertake site visits.
5. Able to communicate effectively both orally and in writing to a wide range of audiences.
6. An ability to operate effectively and sensitively within a political environment and to develop relationships that command respect, trust and confidence.
7. A commitment to social justice, equality and the needs of children.
8. Commitment to continuing professional development.

This job profile is not a definitive list of responsibilities but identifies the key components of the role. The specific objectives of the post holder will be subject to review as part of the individual performance review process.

Qualifications
<ul style="list-style-type: none"> • Degree (or equivalent) in Information Management, Computer Science, Systems Analysis or

related IT discipline; or equivalent experience

- Recognised Project / Risk management qualification or relevant experience, for example AGILE, PRINCE2, IRM, M_o_R.

Experience

- Substantial data analysis experience, working with large and complex statistical information. and interrogating database systems.
- Experience and knowledge of the Family Justice System and UK Children's Social Care, or other healthcare/legal frameworks focussed on citizens accessing public services.
- Extensive experience of database systems, performance monitoring and information reporting.
- Demonstrable experience in at least two technical disciplines (such as information architecture, application development, information analysis, database management or operational analytics)
- Experience of the implementation of improvement to service delivery
- Demonstrable experience of analysing large, complex datasets and reporting to a variety of audiences.
- Experience / knowledge of operational management with supporting performance analysis and improvement.
- Experience of developing people in data and process literacy.
- Experience of working with external service providers in both the provision of new and existing services / collaborative working.
- Knowledge and experience of the implementation of improvement to service delivery.
- Knowledge and experience of data quality and analytical techniques and procedures.
- Experience of operating in a high tempo environment with strong prioritisation and time management skills, with the ability to exercise appropriate autonomy.
- Experience of data quality techniques and procedures.
- Exposure to multiple, diverse technical configurations and technologies.
- Experience of working with external service providers

Support to Achieve Effective Service Delivery

- Expert level analytical and statistical skills to critically assess, summarise and present complex information in a clear and concise format appropriate to the needs of various stakeholders.
- Expert level ability to provide data-led insights to colleagues and senior leaders, including analysis of impact with recommendations to inform future change, development and decision-making.
- Excellent written and verbal communication skills, with the ability to relate to a wide variety of audiences including senior colleagues and external organisations
- Evidence of working in an innovative environment, applying analytical solutions to problem solve key issues and to contribute to the development of strategy.
- Ability to translate operational procedures into relevant analytics.
- Working knowledge of programme and project management methodology (e.g. PRINCE2, MSP, Agile)
- Working knowledge of risk management methodologies and their application in business analysis and project management.
- Detailed understanding of a wide range of IT services, analytics applications and their inter-relationship.
- Ability to assimilate complex information with close attention to detail.
- Ability to translate operational procedures into relevant analytics.
- Understanding of the Data Protection Act, the Freedom of Information Act and the principles of GDPR.

Service Effectiveness

- Excellent IT skills, familiar with leading edge technology and its applications to the work of Cafcass.
- Advanced Working and technical knowledge of relational management database systems, structure, best practice and relevant querying languages including SQL.
- Advanced working and technical level knowledge of Microsoft analytical tools, reporting stack and business intelligence products including PowerBI, Excel and SQL Server Management Studio and Microsoft Power Platform.
- Advanced working and technical knowledge of Cafcass' people management and payroll systems.
- In-depth expert knowledge of Azure Data Warehouse architecture, including data distribution, indexing strategies, and query optimisation techniques, to maximize performance and efficiency, information systems management and business intelligence applications and provide expert advice on its application and development.
- Proficient in writing complex SQL queries and stored procedures optimised for Azure Data Warehouse to extract, transform, and load data efficiently.
- Up to date understanding of Microsoft 0365 applications, including SharePoint Online and PowerApps. Excellent analytical and problem-solving skills with an eye for details
- Advanced knowledge of Microsoft Excel and associated advanced add-ins.

- Ability to collaborate with cross-functional teams to plan, prioritise and complete work to agreed timescales.
- Ability to staying abreast of emerging technology through proactive horizon scanning and show ability to adapt to changing technology landscapes. Proactively anticipate future trends to ensure the organisation remains at the forefront of data analysis excellence.
- Ability to use own initiative within negotiated limits.

Engagement and Partnership Working

- Forge close and influential working relationships with key organisational stakeholders, including but not limited to OMT (Operational Management Team), IT, HR, NIS (National Improvement Service) and Cafcass Strategy. Take a leading role in Strategy working groups involved in the delivery of the strategic plan.
- Support key organisational stakeholders through expert advice regarding data, insights and analysis.
- Collaborating with external partners on the provision of shared data and analysis.
- To be a pro-active and influential team member, able to work autonomously and play a full part in meetings and events as appropriate and required.
- To be able to work in cross functional teams in the delivery of strategic and operational improvement.

General

- Responds sensitively and constructively to difficult situations and promotes the organisation positively internally and externally.
- Be an effective representative for Cafcass, able to portray a professional and positive image, and to remain calm, confident and professional.
- A proactive team player who can build positive relationships, work effectively with others, and play a full part in meetings and events, as appropriate and required.
- Promote and embrace diversity and equality and ensure practice and engagement is free from discrimination and in accordance with Cafcass policy and practice.
- A commitment to social justice, equality and the needs of children.
- Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies.
- Experience of working with highly confidential and sensitive, personal data within legislative and organisational policy boundaries.
- Commit to own continuous personal and professional development.
- Understanding of a range of technology / information services and their inter-relationship.
- Undertake any other duties commensurate with the grade and as requested