



Analytics Support Officer JOB PROFILE

Job Title:	Analytics Support Officer
Accountable to:	Analytics Manager
Responsible for:	N/A
Area:	National. Occasional travel required.
Key Working Relationships:	Analytics team, IT team, Operational Managers and Leaders, Business Services Managers, Business Services Team Leaders, Corporate Managers, Cafcass Model Office, Strategy Directorate, HR & Organisational Development
Role Requirements:	(See attached Person Specification)
Terms of Employment	Full Time / Permanent
Band:	Band 3
Salary:	£22,254 - £23,657
London Weighting:	For staff with a permanent work 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

To support and administer the core tasks of the Analytics team, including:

- Assisting in the production of timely, accurate and effective management information and analytics.
- Day to day frontline response to requests for data and analytics support.
- Undertake technical and administrative tasks with relation to Cafcass' data estate and the related systems and processes.
- Provide administrative and technical support to Cafcass' HR and Payroll system.
- Work with managers across the organisation supporting their use of management information, business intelligence and associated reporting applications.

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

The role requires high levels of IT literacy and have knowledge as to how management information and data analysis tools function and operate. An intermediate knowledge of, or willingness to develop knowledge with industry leading tools such as but not limited to; MS Excel, SQL query language, and MS PowerBI.

MAIN DUTIES AND RESPONSIBILITIES

Management Information

- To extract and compile weekly and monthly data to aid production of regular management information reports, ensuring deadlines and quality levels are met.
- To provide analytical reports for both internal and external stakeholders as required.
- Provide administrative support to analysts within the Analytics team as required.
- Monitor the Analytics and iTrent (HR & payroll system) inbox and direct queries as appropriate and in a timely manner.
- Take an active role in ensuring data is of the highest quality, providing regular information and assistance to local offices.
- To develop, update and maintain the Analytics Intranet pages.
- Support internal and external project work with high quality information and analysis as required.
- Support the process of user acceptance testing (UAT) of technical change to reporting systems.
- Compile data and reports for external requests (Freedom of Information requests)
- Ensure data is accurate within existing sources, providing updates where required (updating some central data sets of external data).
- Assist with maintenance of existing reports.

Support to Achieve Effective Service Delivery

- Effective planning and prioritisation of tasks, and able to co-ordinate own to meet agreed timescales.
- Ability to deliver high quality work to deadlines in a high demand environment.
- Provide a first line response to technical queries and information requirements.

- Undertake any other duties commensurate with the grade and as requested.

Engagement and Partnership Working

- Work with IT to ensure the effective operation of systems, reporting and applications.
- The post holder may be required to travel to attend meetings, training events or undertake site visits.

Safeguarding

- Have an understanding of the commitment to safeguarding children within the organisation, and to support and contribute to organisational wide activities to meet statutory and professional responsibilities with regard to safeguarding children.

General

- To be a proactive team player and play a full part in meetings and events as appropriate and as required.
- To be an effective representative for Cafcass and to promote a positive Cafcass image. To ensure that a professional approach is maintained, with an emphasis on confidentiality.
- At all times to act in accordance with legislation, National Directives and Cafcass Policies and Procedures.
- Promote and embrace diversity and equality and ensure practice and engagement is free from discrimination and in accordance with Cafcass policy and practice.
- Maintain confidentiality at all times, in accordance with the Data Protection Act in all aspects of the role.
- Be committed to own continuous personal and professional development.

This job profile is not a definitive or exhaustive 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.



Analytics Support Officer PERSON SPECIFICATION

<u>Qualifications</u>
<ul style="list-style-type: none"> Minimum of NVQ4 or willingness to work towards
<u>Experience</u>
<ul style="list-style-type: none"> Experience of working with data/reporting systems Experience of collating, quality checking, analysing, and presenting information in a range of formats Experience of working with MS Excel with complex data sets Experience of the implementation of information solutions to support service delivery
<u>Skill Areas</u>
<p>1. Service Effectiveness</p> <ul style="list-style-type: none"> Excellent IT skills, familiar with leading edge technology and its applications to the work of Cafcass Intermediate knowledge of Microsoft Excel, including advanced functionality /add-ins (pivot tables, power pivot, querying) Intermediate knowledge of Microsoft SharePoint and its various applications to support service effectiveness Intermediate knowledge or willingness to train towards understanding Microsoft PowerBI reporting and development Intermediate knowledge or willingness to train towards understanding of SQL/SSRS reporting Ability to plan, prioritise, and complete work to agreed timescales Ability to use own initiative within negotiated limits
<p>2. Support to Achieve Effective Service Delivery</p> <ul style="list-style-type: none"> Knowledge of Management Information Data Systems Knowledge of general office practice and procedures Ability to effectively communicate with people at all levels ranging from senior managers to practitioners on the front line, including the ability to adapt communication methods to suit an audience Ability to work effectively as part of a team Ability to deal tactfully and sensitively with people Ability to be assertive with people at times
<p>3. Engagement and Partnership Working</p> <ul style="list-style-type: none"> Good interpersonal skills and the ability to encourage positive working relationships

- Ability to adapt to a changing environment and have a versatile and proactive approach
- Very good listening skills
- Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies
- Ability to remain calm, confident, and professional at all times
- Self-motivated and committed to achieving targets
- Committed to own personal development