

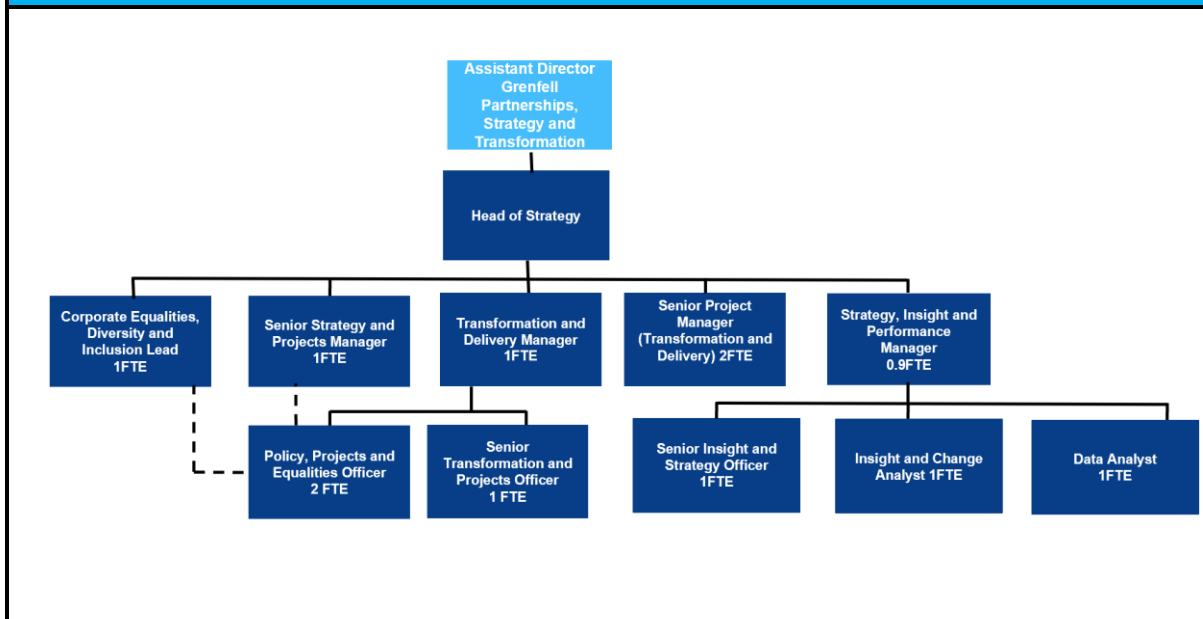
JOB DESCRIPTION

Job Title	Senior Strategy and Insight Analyst
Department	Chief Executive
Section or Service	Corporate Strategy
Grade	G

DESIGNATION:

Responsible to:	Strategy, Insight and Performance Manager
Employees directly supervised (if applicable):	NA

Family Tree



1. JOB PURPOSE:

We are looking for a Senior Insight and Strategy Officer who can think strategically, transforming data into actionable insight, driving change across the organisation. You will be joining the Corporate Strategy team, working on high profile cross-cutting projects and supporting the development of performance management, data and insight across the Council. The Council is committed to supporting a Greener, Safer and Fairer Borough, becoming the best Council in light of Grenfell for all our residents, and is delivering a wide range of work to support this whilst operating in an increasingly challenging financial environment.

The Senior Insight and Strategy Officer will work with colleagues across the organisation to shape, coordinate and deliver cross-Council work on performance, insight and data. This will include:

- Analysing key strategic intelligence relating to cross-cutting themes to develop intelligence products that shape our service design and policy approach in line with our Council Plan priorities – greener, safer and fairer.
- Playing a key role in the continuous development of the Council's corporate performance programme, using performance metrics to drive strategic focus and service improvement.
- Developing clear and engaging narrative and story from data analysis, making links between data and intelligence and organisational strategy to inform effective decision making.
- Taking a leading role in analytical projects, co-ordinating project teams and supporting team members.
- Championing the use of evidence and insight about our borough and communities to identify what our residents need from the Council, and how well the Council is meeting the needs of the borough.
- Having an end user focused approach to developing insight and intelligence products that are engaging, dynamic and accessible, anticipating and meeting the needs of the organisation.

We are looking for someone who has a curious mind about trends, information and data and has the ability to develop the wider narrative that begins with intelligence. You will need to be comfortable with balancing a range of different projects and working at pace and be able to work in partnership with a range of different people, in and outside the Council, providing trusted support, advice and insight to influence outcomes.

This is an exciting opportunity to be part of multi-disciplinary Corporate Strategy team which is part of the Grenfell Partnerships and Transformation Directorate. The team:

- Supports the Council to continue to drive change, embedding learning from Grenfell and continuing to improve how we work with our communities and deliver better outcomes for all our residents.
- Work with other colleagues across the organisation to lead the Council's activity on corporate change, savings and transformation.
- Leads the coordination and oversight of delivery of the Council Plan and Action Plan, ensuring the Council delivers on its key commitments.
- Leads and supports the development of key Council strategies and cross-cutting programmes.

- Leads the development of a corporate insight and performance culture to ensure our decisions and activities are based on data and build on evidence to deliver better outcomes for residents.
- Leads and champions the delivery of the Council's Equalities, Diversity and Inclusion Action Plan and associated activity.

The borough is home to many different people and we want our workforce to better reflect our diverse local communities. We encourage and welcome applications from people of all backgrounds and experiences as we build our team. Many of our staff also work flexibly in different ways: part-time, flexitime, compressed hours and home-working, please talk to us about the flexibility you need to do this role.

2. DESCRIPTION OF DUTIES:

As a Senior Insight and Intelligence Officer you will be responsible for producing engaging narrative and performance information about our services as well as building the organisational understanding of the borough using evidence and data to identify the best way for the Council to meet the needs of its residents. Your duties will include:

Strategic Development of the Use of Data and Insight Across the Organisation

- Working closely with the Strategy, Insight and Performance manager to develop and improve RBKC's strategic use of data and insight. You will champion collaboration and joined up working by building strong relationships with strategic and data leads across the organisation. You will play a leading role in cross cutting projects including the development of RBKC's Data Network and Data and Insight hub.

Corporate Performance Management

- Working closely with the Strategy, Insight and Performance manager and the wider organisation to deliver Corporate Performance reporting products including quarterly performance reporting.
- Taking the lead in co-ordinating the submission and review of data and commentary from all performance metrics across the organisation.
- Playing a key role in the delivery of the performance development programme. This will include engaging with stakeholders across the organisation in a variety of ways from facilitating workshops focused on strategic thinking, to working key individuals in service areas to develop meaningful performance measures.

Analysis, Insight and Storytelling

- Undertaking comprehensive scoping of organisation and specific user requirements to develop holistic analysis of data and intelligence. Taking an iterative approach to identify and address new questions, and draw robust conclusions.
- Developing the wider narrative around data by identifying links between analysis conducted and other factors that influence decision making including organisational priorities, issues currently affecting the organisation and the borough and commitments in the Council Plan. You will bring all of these considerations together when producing insight outputs, framing analysis within a broad strategic context to present a holistic assessment.
- Presenting complex research and analysis findings in a dynamic and visually engaging that transforms complex analysis into well-structured insights that are easy to understand and easily accessible to a non-technical audience. This will include

creating written report and presentations, as well as looking for opportunities to be creative with the use of BI tools such as Power BI.

- Developing tools to help colleagues across the organisation access data and insight including dashboards and GIS based products.

Team Working

- Actively maintain an awareness of the key pieces of work being delivered across the corporate strategy team, identifying links between the insight and intelligence work programme and other projects. Seek out opportunities to collaborate effectively within the corporate strategy team, and with the wider organisation
- Supporting the analysts in the corporate strategy team by helping them to shape their work and develop their analytical and strategic skills.
- Managing your own diverse and complex workload, which will often include competing priorities. You will manage your time effectively to ensure work assigned to you is delivered to agreed deadlines and standards.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Senior Insight and Strategy Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	<p>Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
B	<p>Qualifications</p> <ul style="list-style-type: none"> • Evidence of continuing professional development relevant to role • Educated to degree level or equivalent • Professional training in using technologies associated with data and insight
C	<p>Skills; Experience and Attitude</p> <p>Essential:</p> <ul style="list-style-type: none"> • Exceptional analytical skills, including the ability to work quickly and accurately with large unstructured datasets, using advanced statistical methodologies to interrogate the data. • Experience of managing complex insight projects from start to finish, planning strategically and managing time effectively including experience of applying strategic thinking to the analytical process – making links between data and what is happening inside and outside of the organisation to develop insight that offers actionable recommendations. • Extensive experience of using analysis to inform strategic decision making, identifying gaps in an organisation’s intelligence landscape and implementing solution to fill these gaps • Experience of supporting an organisation’s performance management approach to support service improvement. • Extensive experience of communicating and presenting intelligence information to a variety of different audiences using a range of different techniques, and tailoring the

	<p>output to the audience, including a very strong command of a broad range of data visualisation techniques with a good eye for creating visually engaging outputs that quickly make an impact.</p> <ul style="list-style-type: none"> • Experience of taking a logical approach to problem-solving, applying critical thinking to form and test, and evaluate a hypothesis. • Experience of professional curiosity including developing an in depth knowledgeable of the nuances of delivering services and horizon scanning to understand macro factors. • Evidence of an aptitude for storytelling with the ability to bring multiple threads into one coherent narrative. • Excellent technical skills which will include proficiency in key technologies used to develop insight such as Power BI, GIS and advanced excel skills. Will possess the ability to learn new technologies quickly, often being self-taught. • Confident in working in a fast-paced, ambiguous environment, with the capability to act decisively, problem solve, using strong principles and experiences to influence decision-making
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Our Values & Behaviours	
D	<div style="background-color: #00bcd4; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 10px;">PUTTING COMMUNITIES FIRST</div> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	<div style="background-color: #4caf50; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 10px;">RESPECT</div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p>

	<ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
<p>F</p>	<div data-bbox="256 674 831 752" style="background-color: #00AEEF; color: white; text-align: center; padding: 5px; border-radius: 10px; margin-bottom: 10px;"> <p>INTEGRITY</p> </div> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
<p>G</p>	<div data-bbox="256 1400 783 1473" style="background-color: #00AEEF; color: white; text-align: center; padding: 5px; border-radius: 10px; margin-bottom: 10px;"> <p>WORKING TOGETHER</p> </div> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments.

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| | <ul style="list-style-type: none">• I find it easy to access the services that I need.• I feel the Council is open to new ideas. |
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