Job Profile Information: IEYS Data Analyst

This supplementary information for Data Analyst is for guidance for Job Level 4 Zone 1

Camden Way Category 4

Role Purpose:
- Understand, analyse and evaluate business and performance management functions and processes, advising and supporting the service in carrying out these processes more effectively
- Communicate and collaborate across IEYS, internal services and external organisations to help investigate how IEYS can execute plans using effective systems to successfully and deliver improved outcomes.
- Provide professional, customer-focused and responsive support services to the Integrated Early Years Service, Camden Sure Start partnership and the first 1001 days programme

Example outcomes or objectives that this role will deliver:
- Continuously analyse complex service processes and identify improvements to them, working in partnership with multi-disciplinary teams, partners and professional experts.
- Document and assess how the currently used systems and processes meet the services objectives, looking at their feasibility, efficiency and cost to achieve improved outcomes for children and their parents, and to meet the requirements of the relevant Ofsted & CQC inspection frameworks and the statutory guidance for children's centres (DfE).
- Recommend alternative processes or improvements to systems as appropriate, including applying Systems Thinking and Lean approaches.
- To use a range of sources of information to inform and back up these recommendations including interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, case studies, scenarios, service-user feedback, business analysis, task and workflow analysis
- Carefully investigate, analyse, review and document service functions in terms of business processes and the information they use, and support development of systems for monitoring performance against the key measures, informing the strategy decisions.

- To help evaluate information and intelligence about families with children from pregnancy to age 5 years, gathered from multiple sources, reconcile conflicts, decompose high-level information and present them on an appropriate level.
- Maintain, develop and review performance management tracking systems to assess reach, levels of engagement, output and impact data, working with colleagues and partners across departments, services and organisations, including midwifery, health visiting and VCS, childcare providers and schools.
- A consistently high level of creativity, initiative and problem-solving skills to manage complex data and develop and implement new systems
- Works across the service to understand and develop solutions to processes, systems and working practices
- Communicates options for decision-making boards and highlights key features and benefits of each option, this could be at team, service or senior management level.
- Demonstrates a high level of insight when organising and interpreting data and the ability to provide solutions to complex problems, using a range of IT programmes and databases e.g. Framework I, Info-View, Connect Plus and System one.
- This role requires the post holder to adopt an approach that promotes increased efficiency of systems and ways of working
- Is expected to address and resolve problems as they arise, exploring options with the IEYS senior management team.
- Is required to use their own initiative, taking the lead responsibility for specific projects.

People Management Responsibilities:
- No direct line management however is expected to cover in absence of line manager and to coordinate work of staff working on specific work streams

Relationships;
The role operates in a complex landscape of partnership, commissioning and integrated services. This includes working across IEYS, the early intervention and prevention division, across directorates and with partner organisations, e.g. midwifery and health visiting, social care, public health, speech and language services, VCS organisations and commissioned providers.

Work Environment
Work flexibly across various offices e.g. 5PS, children's centres, health centres and other community venues depending on the focus of the work and the teams involved. The Data Analyst:
- Is required to work flexibly to meet individual, service and partnership objectives to deliver improved outcomes for families and children in the early years.
- Will provide cover on other projects during colleagues' absence to ensure continuity of service delivery and efficiency of business functions

- The post holder may be required to work out of hours to ensure continuity of service.

Technical Knowledge and Experience
Qualifications:
- Educated to degree level and/or a professional qualification relevant to performance data management *and* significant experience of applying knowledge of performance data management & analysis and using information systems and technology
- Proven evidence of continued professional development relating to data management, analysis and the use and development of IT systems

Knowledge of:
- Advanced numerical and applied statistical skills
- Data protection legislation, Information security and information-sharing
- Front-line service delivery in a multi-agency environment and the ability to ensure systems support and inform best practice
- Data analysis methodologies, tools and techniques and finance systems and management
- Project management methodologies, tools and techniques, e.g. PRINCE 2
- Change management, quality assurance and improvement systems
- National and local policy and guidance, technical standards and the relevant inspection frameworks (CQC and Ofsted)
- Building and structuring performance reports using IT systems
- Design and presentation of documents, report, publicity and briefings

Experience of:
- Supporting teams and services to deliver on the service plan, meeting the stated aims, performance indicators and desired outcomes
- Affecting change and the ability to challenge, negotiate and influence managers
- Delivering service improvements through process redesign and experience of supporting complex projects
- Drawing out business requirements through active listening and questioning techniques to capture and specify requirements and explore solutions
- Delivering and supporting effective data and performance management systems that inform service and practice development
- Developing and implementing systems and processes, ensuring data quality and performance information is available when required
- Decision-making, taking into account the needs of the situation, priorities, constraints and the availability of necessary information.
- An ability to work accurately with attention to detail and to produce accurate reports on time

- Analysing and interpreting complex processes, systems, data and information to identify improvements, keeping in mind the needs of internal and external customers
- Designing and producing a range of reports with the appropriate level of detail and analysis
- Working with a range of managers, including from partner agencies to develop good working relationships and effective collaborative working
- Presenting performance management data to a varied audience e.g. voluntary sector partners, service users, teams and managers
- Adopting a flexible approach to developing data systems and analysis take into account the complex nature of multi-agency service delivery and partnership working.
- Prioritising work and to meet deadlines, demonstrating very good interpersonal skills and the ability to work well with all levels of staff across the organisation, and as part of a team

Camden Way Five Ways of Working
In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:
- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

Structure Chart: Integrated Early Years Service

Head of Integrated Early Years Service

- **Early Education and childcare Service manager (Deputy HoS)**
  - Head of Nursery X9
  - Senior Nursery Manager
  - Free Entitlement team
  - Free Entitlement manager
  - EY DSG allocations officer
  - Early Years Intervention Team
  - Early Years Intervention Team manager

- **Data and Performance Manager**
  - Data Analyst
  - Data Team
  - Family Information Service

- **Quality Support & Training manager**
  - Quality support & Training team

- **Service Support Manager**

- **Integrated Early Years Service Manager**
  - Integrated Team leader (Family Support)
    - Integrated Team managers
  - Integrated Team leader (Health)
    - Integrated Team managers
  - Locality manager (North)
    - Office managers
    - Stay and Play team
    - Employability Team
  - Locality manager (South)
    - Office managers and admin teams
    - Benefits Advice Team Rights team
    - Information and Access worker / Volunteer Co-
  - Preparation for parenthood