

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	11BF	Role Title	Data Science Analyst
Grade	PS11	Reports to (role title)	Assistant Director - Insights
		Directorate/School	Public Service Reform
JE Band	439-518	Service/Department	Analytics and Insights
		Date Role Profile was created	Aug-23

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>As a data science analyst, you will be responsible for analysing data across the Council services and health to gain valuable insights into the change in demography, needs and costs of provision. By leveraging your analytical skills and using data science methodologies, you will help stakeholders make informed business decisions and implement resident focused interventions.</p> <p>The role holder's key responsibilities will include:</p> <ul style="list-style-type: none"> <li>•Data Analysis: Utilise various data sources to extract, manipulate, and analyse population and service-related data, including transactional records, demographics, to identify trends and patterns.</li> <li>•Population cohort segmentation: Develop and maintain segmentation models to categorise populations based on key characteristics, needs, outcomes</li> <li>•Forecasting and Predictive Modelling: Develop predictive models for forecasting future needs, service provision to guide strategic planning.</li> <li>•Data Visualisation: Create visually appealing and insightful dashboards and reports to communicate findings effectively to management and key stakeholders.</li> <li>•Data Integrity and Security: Ensure data accuracy, privacy, and compliance with relevant regulations while handling resident data. Proactively finding new areas of opportunity for the team to operate within, by scoping and delivering new analytical projects and applying new techniques.</li> </ul> <p>Other responsibilities:</p> <ul style="list-style-type: none"> <li>•Working in multi-disciplinary teams and business areas turn evidence into insight and recommendations to the wider business.</li> <li>•Using analytical expertise and people skills to help others ask the right questions and make the best decisions.</li> <li>•Delivering high quality work in a timely manner and keep others informed.</li> </ul>
<b>Work Context</b>	<p>The role is within the central Insight and Analytics unit in Surrey County Council. The unit enables efficient, effective and consistent decision making by providing easy access to insight and data. We work collaboratively across the organisation and with our partners and communities in Surrey to improve what we do and how we do it. We share our insight and data on our public facing portal Surrey I, supporting transparency and informing partners and residents on the decisions they need to make.</p> <p>Our ambition is build an insight function demonstrating excellence which influences decision making and results in demonstrable positive impacts to our residents and the services we provide to them.</p>

<b>Line management responsibility</b> if applicable	None anticipated. Will work in multi-disciplinary teams and be responsible for matrix management to ensure delivery.
<b>Budget responsibility</b> if applicable	None.
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Advise on the analysis and interpretation of data, identify trends and test solutions, present results and put forward recommendations to support the resolution of issues and support decision making.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance.</li> <li>• Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards.</li> <li>• Ensure professional and quality service standards are maintained and applied within their area of activity.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Lead or contribute to the operation of an efficient and effective service ensuring the work of the team supports service plans and that necessary resources are secured.</li> <li>• Lead major projects and reviews within a defined area of work to support and enhance service delivery.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon.</li> <li>• Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service.</li> <li>• Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To be responsible for ensuring health &amp; safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>

<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Degree or equivalent, or significant vocational experience showing development in a series of progressively more demanding relevant work/roles.</li> <li>• Professional qualification or evidence of high. level understanding of relevant business disciplines.</li> <li>• Extensive and comprehensive knowledge of computerised business systems, able to promote the use of IT systems within the service (some roles).</li> <li>• Extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management.</li> <li>• Proven written and oral communication and interpersonal skills with established negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Proven problem solving skills with the capacity to devise and implement innovative solutions.</li> <li>• Proven ability to manage a wide range of complex projects or programmes.</li> <li>• Significant work experience at management level in one or more relevant specialist areas.</li> <li>• Demonstrable experience in successful recruiting, managing, coaching and developing of staff.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>• Evidence of continuing professional development and knowledge in relevant professional area.</li> <li>• Practical experience and knowledge of a range of analytical tools and statistical approaches , for example R, Python, SQL, and ideally, Machine Learning approaches.</li> <li>• Knowledge and understanding of data ethics and relevant data protection legislation, in relation to handling data for analytical and research purposes.</li> <li>• Ideally, experience of presenting data and analysis in a creative way, utilising a range of data visualisation techniques to communicate complex messages simply to a range of audiences.</li> </ul>
<b>Role Summary</b>	<p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p>

<b>Reference Number</b>	<p style="text-align: center;">BM-2023-176</p>
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