# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Data and Analytics Officer

# DEPARTMENT: Communities, Economy and Transport

# LOCATION: Flexible within the South East

# GRADE: [East Sussex Single Status Grade 11](https://www.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status)

# RESPONSIBLE TO: Data and Modelling Manager

# Purpose of the Role:

Transport for the South East is the sub-national transport body (STB) for the South East of England. Our partnership brings together 16 local transport authorities, five local enterprise partnerships, 46 district and borough authorities and a wider range of stakeholders from the worlds of transport, business and the environment.

Our thirty-year transport strategy sets out how investment in better, more sustainable transport can help grow our region’s economy, create new jobs, increase opportunity and quality of life and hit net-zero carbon emissions. We are in the process of producing our strategic investment plan (SIP); a 30 year blueprint for investment in large scale transport infrastructure in the South East. This will empower the South East to clearly communicate to Government its investment priorities and will formalise the relationship with delivery bodies, including Network Rail and National Highways, so that TfSE can inform their investment programmes based on the requirements of communities, passengers, businesses and decision-makers across the region.

The Data and Analytics officer will be responsible for assisting with the development of the analytical framework containing the evidence base to support the implementation of the strategic investment plan (SIP). They will be responsible for the collection, collation, management and analysis of data using specialist tools and the presentation of this data through the use of data visualisation tools.

# Key tasks:

1. Collect, maintain, manipulate and present data and information, make evidence-based recommendations and identify opportunities for improvement.
2. Undertake specific data and information projects and initiatives, managing appropriate data collection exercises and analysing and reporting findings.
3. Analyse and interpret a diverse range of complex data, analysis tools and information sources and undertake quantitative, and where necessary qualitative, analysis using appropriate software.
4. Communicate complicated data and information on time and in the most appropriate and usable format to a wide range of audiences. Attend meetings and give presentations as appropriate to the purpose of the role.
5. Assist in the development of partnership documents at both a strategic and operational level and contribute to any other relevant partnership projects.
6. Liaise with other analysts, researchers and data providers across the region and nationally, to share and resolve issues relating to data provision and analysis and information sharing.
7. Deputise for the line manager as required, including attendance at external meetings.
8. Independently manage projects and hold accountability for delivery of the project objectives. This will include; ensuring project documentation is produced and maintained and progress is reported to the project sponsor and project board, engagement with stakeholders, responsibility for decision making and obtaining approvals through relevant governance processes.
9. Responsible for managing small to medium contracts which includes; ensuring contracts represent value for money, setting and monitoring KPIs, resolving contract issues and escalating compliance issues to contract sponsor as appropriate.
10. Provide management data and reports to the Managers and to the Senior Management Team
11. Review the service provision and make recommendations for improvement to local systems, taking a lead on implementing changes.
12. Respond to ad hoc queries. Produce performance data and monitor specific statistics related to TfSE’s areas of work.
13. Comply with the Health and Safety at Work requirements in accordance with legislation and agreed guidelines.
14. Understand equality principles and abide by the Council’s policies and practices.
15. To apply consistently the principles of Equal Opportunities, as embodied in the County Council’s policies and practices throughout the duties outlined above.
16. Comply with Data Protection requirements and maintaining the security of the documents and information of East Sussex County Council and all other partner organisations, in particular the Health Service, Probation Services and the Police in accordance with legislation and agreed guidelines.
17. To undertake available training opportunities, show a commitment to continuous development, to maximise potential and ensure the efficient delivery of County Council services.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage  |
| * Ability to organise own and others workloads to meet deadlines and deal with conflicting demands
* Able to use own initiative to solve complex problems and develop solutions
* Ability to accurately input and check computer data.
* Ability to communicate effectively with a range of customers and external partners and to use tact, diplomacy and negotiation skills
* Attention to detail and a high level of accuracy
* Ability to collate and analyse data and undertake research
* Ability to respond to complaints in a professional and courteous manner
* Coaching and mentoring skills
* Able to provide strong leadership skills and act as a role model for the team
* Ability to converse at ease with customer and provide advice in accurate spoken English
* Good IT skills, including proficiency in the use of Microsoft packages and performance management software.
* Ability to present the results of analysis and write concise reports in the most appropriate and usable format for a wide range of audiences.
* Possess strong organisational skills, taking responsibility for meeting targets and managing work priorities.
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# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview  |
| * QCF Level 6 in relevant subject or equivalent experience demonstrating that level of applied knowledge in data analysis
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# Essential knowledge

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| These criteria will be assessed at the application and interview stage |
| * Working knowledge of Microsoft Office (in particular Outlook, Word and Excel)
* Developed Detailed knowledge of the services provided by the directorate
* Advanced knowledge of the teams subject area
* Advanced technical proficiency in one or more areas
* Project management principle and processes including governance processes
* Knowledge of information management and qualitative and quantitative analytical techniques.
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# Desirable knowledge.

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| These criteria will be assessed at the application and interview stage  |
| * Knowledge of one or more programming languages for data analysis (e.g. SQL, VBA, Python, R)
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# Essential experience

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| These criteria will be assessed at the application and interview stage  |
| * Significant customer service experience
* Problem solving and innovation
* Production of reports on a regular basis.
* Collection, management and statistical analysis of data.
* Working with databases, case management systems, and Microsoft Excel reporting and analysis on a regular basis.
* Presenting to a variety of audiences.
* Handling sensitive or confidential information.
* Working in partnership with other organisations.
* Proven experience of performance/information analysis and production of analytical products.
* Experience of developing and maintaining data analysis and/or benchmarking reporting in Microsoft Excel.
* Experience of using data and intelligence from a range of sources to inform the development and management of projects or initiatives.
* Experience of using problem solving methodologies/continuous improvement approaches.
* Experience of the exchange of data and data management with stakeholders.
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# Desirable experience

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| These criteria will be assessed at the application and interview stage  |
| * Experience of working with data from a wide range of sources.
* Knowledge of relevant legislation such as Data Protection and Freedom of Information Acts.
* Experience of cleansing data
* Experience and confidence in dealing with people and the ability to establish credibility at all levels.
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# Other essential criteria

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| These criteria will be assessed at the application and interview stage  |
| * Demonstrate an attention to detail.
* Proven ability to progress multiple work assignments.
* A commitment to equal opportunities and anti-discriminatory practice
* Ability to meet the travel requirements of the role
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**Date (drawn up): May 2022**

**Name of Officer(s) drawing up person specifications: Mark Valleley**

**Job Evaluation Reference: 12677**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |