



**POSITIVE STEPS**

SUPPORT | CHALLENGE | CHANGE

## **ROLE PROFILE: BUSINESS INTELLIGENCE ANALYST**

---

Service: Corporate Services

Grade: Level 4

Reporting to: Director of Corporate Services

DBS: Not required

Positive Steps is a charitable trust that delivers a range of targeted and integrated services for young people, adults and families that recognises the diversity of the people with whom we work. We are a unique organisation delivering a combination of statutory, voluntary and traded services – funded through local authority and charitable trust grants, charitable donations, contracts based on payment by results, and income generated through our sister company Positive Steps Trading – where all profits fund our charitable activity.

Positive Steps employs around 150 members of staff and our excellent employee engagement means that we have consistently become an employer of choice within Greater Manchester. We value each employee's unique strengths and believe our success relies on more than just job roles. We have a great benefits' package and a real focus on flexible working and health and wellbeing. Our outcomes are driven by our organisational values which underpin everything we do. Our employees are expected to display them within their roles within Positive Steps.

## **OUR VISION & VALUES**

---

**OUR VISION** - People and communities inspired to take control of their lives

### **OUR VALUES**

- **SUPPORTING POSITIVE STEPS** - We take responsibility for actively supporting Positive Steps and its values
- **WORKING THROUGH CHANGE** - We innovate and develop ways of working that make a difference to the people with who we work
- **ACHIEVING RESULTS** - We are collectively and individually accountable for our targets and work together to achieve them
- **WORKING TOGETHER** - We consult and involve colleagues, clients and partners in all that we do
- **THINKING THINGS THROUGH** - We reflect upon learning, using our knowledge and experience to create and develop new ways of working

We are a values-based organisation, so reflecting our values in your evidence will support your application

The following sections are there to give you an understanding of what skills, knowledge and experience we would like you to bring with you and how you might succeed in your role.

## **ROLE REQUIREMENTS**

---

### **YOU HAVE:**

#### **Assessed at application and interview**

- Educated to NVQ Level III or able to demonstrate an equivalent competency level gained through experience
- 

#### **Assessed at application and interview**

- Experience in reporting of management information to senior management teams
- Experience of using a wide range of ICT systems, including Windows and Microsoft Office 365
- Experience of using and reporting from large database systems
- Knowledge of research methods, data analysis tools and techniques
- Excellent interpersonal skills, gaining trust and confidence of colleagues and stakeholders
- 

#### **Assessed at interview**

- An understanding of Safeguarding issues and the boundaries of professional relationships

### **YOUR STRENGTHS ARE:**

#### **Assessed at application and interview**

- Self-motivated, logical and objective
- Prepared to work flexibly to meet the needs of customers and the organization
- Able to interview and question; to talk with individuals and groups about their needs and ask the right questions to surface essential requirements information
- Able to systems think; to be able to see the interactions and relationships between the people, processes, and technology involved in a business environment
- Strong writing skills. Able to produce detailed but concise reports and procedures.
- Focused on learning with a commitment to continuous professional development

#### **Assessed at interview**

- Focused and output driven, personable, professional and motivated and able to meet deadlines.

## **MAIN PRIORITIES**

---

To drive the use of Business Intelligence in Positive Steps by harnessing data to directly influence business strategy and operational service delivery

## **KEY DUTIES**

---

- Use data analytics to drive new strategies and improve business performance
- Collate business trends
- Run a schedule of information to inform business strategy and operational plans
- Develop an analytical framework that uses business intelligence that helps identify the efficient delivery of resources
- Work with colleagues to review and report trends and potential issues identified in management information that have a direct impact on business objectives
- Manage integration with systems and determine how system functionally best integrates with operational practices
- Research and analysis of service performance, as well as feedback from clients, to support the design of new approaches to service delivery
- Engaging stakeholders through analysis and presentation of the data we collect
- Provide location and benchmark research, comparing Positive Steps against competitors
- Create and manage a 'central library' of regularly used information and research, in order to promote efficiency and accuracy across the company
- Demonstrate responsibility in promoting and championing all aspects of equal opportunities by valuing diversity in all areas of work
- Take responsibility for ensuring and achieving the objectives of the Positive Steps Health and Safety Policy
- Undertake any other duties in order to meet personal, team and organisational objectives following consultation with your manager

## **ADDITIONAL REQUIREMENTS**

---

### **HEALTH AND SAFETY**

To operate safely within the workplace with regard to Positive Steps' health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and the Health and Safety of others.

### **EQUALITIES & DIVERSITY**

To work within Positive Steps' Equality and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **CUSTOMER CARE**

To continually review, develop and improve systems, processes and services in support Positive Steps' pursuit of excellence in service delivery. To recognise the value of its people as a resource.

### **TRAINING AND DEVELOPMENT**

To identify training and development needs with your manager, taking an active part in your Personal Development through supervision and appraisal. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **POLICY**

To work at all times within the established policies and practices of Positive Steps.

### **INFORMATION GOVERNANCE**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside Positive Steps unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holder's period of employment that relates to the business of Positive Steps and its service users and employees will remain the property of Positive Steps. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.

*Date prepared/revised: February 2021*

*Prepared/revised by: Cliff Shields*