

# Kent County Council

## Job Description: *Analyst Manager*

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<b>Directorate</b>	<b>Strategic and Corporate Services</b>
<b>Unit/Section</b>	<b>Analytics</b>
<b>Grade</b>	<b>KR11</b>
<b>Responsible to</b>	<b>Performance and Analytics Manager</b>

### **Purpose of the Job:**

As an Analyst Manager you will be expected to act as a professional supervisor within the Analytics team. The Analytics team is part of the Strategy, Policy, Relationships and Corporate Assurance division of KCC. You will be expected to be flexible and adaptable in approach but maintain a specialist focus on one of the key areas: Customer Voice, Statistics, Strategy, Performance Reporting, Process Analysis and County Statistics.

As an Analyst Manager with a specialist focus on statistical analysis you will be expected to supervise the provision of a wide range of complex customer and service insight analytics including the application of customer insight tools to ensure an excellent understanding of service demand and to support evidence-based decision making.

Evidence based decision making is a priority for the council and this role will require the individual to take the lead on specific statistical analysis projects; working with colleagues across KCC and partner organisations to provide specialist advice, guidance and support in respect of customer and service insight to understand the demand on services and resources. This information will be integral to the evaluation of service effectiveness.

### **Main duties and responsibilities:**

- The post holder will be the expert lead for key analytical projects that will be used to inform relevant KCC service policy. You will take ownership over the collaborative process of agreeing the research and analytical specifications with clients (e.g. managers, commissioners) and be responsible for the supervision of people and resources assigned to the project. The Analytics Manager will ensure the project is managed effectively by delivering a cost effective and efficient service.
- Undertake and supervise complex analyses and the production of clear reports for a variety of audiences so they can readily understand the findings and use them in their decision-making. Provide high level advice and support to clients who are using information provided by the team to influence policy and activity within the council.
- Work collaboratively with other Managers within the Analytics team to ensure the integration of customer insight projects with other research and evaluation work streams to develop a more complete interpretation and advisory service. Make and implement recommendations for policy and process change which will improve the service provided for clients.

- Undertake continual professional development so the individual is able to provide advanced advice on their specialist area and be the expert point of contact within KCC, working across the Directorates at an influential level to improve and reshape service delivery. The post holder is expected to support the team and share developments to ensure knowledge remains relevant.
- Supervise and undertake the production of complex reports on trends at all relevant levels of geography to support the evaluation and monitoring of delivery of relevant aspects of the council's policy framework, including the council's Strategic Statement.
- Direct critical analyses of complex and varied data sets including customer and service user data from a wide range of different service areas to identify key findings, so the organisation can better evidence what is working well, what needs improvement, and why.
- Apply a deep understanding of data science techniques to a range of work programs across all services. The role requires creative and structured thinking to bring together and link disparate data sets in new ways to discover and communicate useful insights. Develop and implement new platforms for the analysis and delivery of business insights.
- Collaboratively manage the development of service option planning and appraisal including thorough use of forecasting models and other data modelling techniques, including customer segmentation techniques and spatial mapping.
- Influence and implement developments of new platforms and techniques for data analysis and data integration using available technologies which the council has invested in, including interactive self-service dashboard type reports delivered through platforms such as PowerBI.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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## Person Specification: *Analyst Manager*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>Qualifications</b>	Relevant degree level study or equivalent professional experience
	Commitment to further professional development
<b>Experience</b>	Established experience of managing, building, analysing and reporting on large, complex datasets
	Extensive experience of using statistical techniques to describe and analyse complex datasets
	Extensive experience of analysing data to discover and identify patterns in data and develop and test hypotheses through use of appropriate models
	Experience of research project management and ability to deliver outcomes within tight deadlines.
<b>Skills and Abilities</b>	Excellent presentational and communication skills with the ability to articulate highly complex concepts and ideas impartially to non-specialist audiences.
	Direct and undertake critical evaluation of data and information with accuracy and perception, and can synthesise and use data from a variety of different sources appropriately
	Works in partnership, at a high-level, with other researchers, analysts, and other colleagues to provide relevant and high-quality contribution that influences to decision making
<b>Knowledge</b>	Expert and extensive knowledge of techniques to capture, analyse and evaluate data and information accurately, and when to appropriately use data from a variety of different sources
	Standards and ethics in research and evaluation, including Data Protection, Freedom of Information, and transparency
	Deep understanding of the use of modelling techniques to develop predictive tools and how mapping and GIS can inform data analysis.
	Extensive knowledge of customer insight systems and models and how these are applied.
<b>Behaviours and Kent Values</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>- <b>Be open</b></li> <li>- <b>Invite contribution and challenge</b></li> <li>- <b>Be accountable</b></li> </ul> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible for the difference we make</li> </ul>