

Post Title: Dashboard Development Project Officer
Reports to: Research Manager
Grade: SPC23 – SCP26, £32,102 - £34,246
Location: West Lothian Council Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF

It is anticipated that the role will involve a blended model of office and home working. This flexible approach will be agreed between employee and line manager.

Contract: 1 year
Contract Type: Fixed Term

Part 1 – Job Role

Purpose:

This post with the Improvement Service offers a fantastic opportunity to directly influence the way data and evidence is used to improve outcomes and reduce inequalities in local communities across Scotland.

The purpose of the role is to directly contribute to the technical development of the Community Planning Outcomes Profile (CPOP), an online data dashboard that provides access to data relevant to community planning.

The role will provide the specialist technical capacity required to modernise the platform, strengthen data infrastructure, improve functionality and usability, refresh and extend the indicator suite, and explore longer-term platform sustainability.

Working with colleagues and CPOP users, the post-holder will translate user and programme requirements into practical technical improvements, applying appropriate data quality, documentation, governance and accessibility standards.

Background and Scope:

Community Planning is how public bodies work together and with the communities they serve to design and deliver services that make a difference to people's lives.

Community Planning Partnerships (CPPs) are collections of the organisations that provide services to communities across Scotland. There are 32 CPPs in Scotland – one in each local authority area. CPPs have a range of powers and responsibilities, set out in the Community Empowerment (Scotland) Act 2015, that focus on delivery of a real and sustained reduction of inequalities. To achieve this, CPPs are required to develop Locality Outcome Improvement Plans (LOIPs) and Locality Plans that identify priority outcomes in the local area and how these will be improved.

Effective LOIPs and locality plans depend on robust data and evidence. By understanding their communities, including the inequalities and challenges they face, CPPs can target action where it is most likely to make a difference.

The purpose of this role is to support delivery and redevelopment of the [Community Planning Outcomes Profile \(CPOP\)](#). The CPOP is a tool designed to support CPPs to understand outcomes in their area by providing a robust and consistent evidence base. The CPOP provides CPPs with access to and analysis of local level data. This helps to boost the amount of intelligence available

for each CPP and supports identification of good practice and learning examples from other CPP areas.

The Dashboard Development Project Officer will report to the IS Research Manager and be part of the wider Transformation, Performance and Improvement Team. The post-holder will work closely with several IS colleagues including the Programme Manager Performance Management and Benchmarking, and more widely across the Transformation, Performance and Improvement Team. The post-holder will work with these colleagues, providing analytical support to help enable IS projects and councils to make better use of data and intelligence.

The post-holder will also work in liaison with all IS staff, partner bodies, and key stakeholders including Councils, CPP partners, SOLACE, COSLA, Public Health Scotland, and Scottish Government.

Key Tasks and Accountabilities:

The primary purpose of this role is to support the technical development and delivery of the Community Planning Outcomes Profile. The post-holder will support the review, refresh, and redevelopment of the CPOP's data model and processes, user interface, and indicators. We are particularly seeking candidates with experience in developing complex dashboards. This includes the ability to build dashboards that can present data dynamically based on user input and complex data models based on data from multiple sources.

The successful candidate will contribute to a programme of work including:

Technical Infrastructure and Data Flows

- Supporting the review and improvement of the CPOP data model and data flows
- Sourcing, cleaning, linking and managing data from multiple sources ensuring data quality, consistency and sustainability
- Supporting the identification and implementation of opportunities to automate data processing, quality checks and updates through effective use of Power Query, APIs and other data integration tools
- Applying and documenting data quality checks, version control and information management arrangements
- Diagnosing technical and data problems and develop practical solutions

Dashboard Development and User Experience

- Reviewing the existing CPOP tool to identify opportunities to develop and improve dashboard functionality, usability and accessibility
- Developing a refreshed dashboard tool, including clear visualisations, downloads and other outputs that users can access and reuse local
- Supporting engagement with users and stakeholders to understand requirements and inform platform improvements
- Communicating data definitions, methods and limitations clearly to technical and non-technical audiences

Content Review

- Contributing to review, refresh and strengthening of the indicator suite as technical redevelopment progresses
- Supporting identification of evidence gaps and potential additions based on user need

Improving Future Sustainability

- Contributing to a review of options for developing and hosting the platform
- Identifying longer-term maintenance, hosting, licensing, resource and skills requirements
- Providing technical and analytical input to support future development
- Producing clear technical documentation so that data processes and platform components can be maintained

In addition to the technical aspects of this role, the post-holder will also be expected to support broader project delivery and partnership working for the CPOP and wider IS work. This will include:

- Collaborating and communicating with CPPs, councils and other public-sector stakeholders to understand needs and share learning relevant to the development work
- Supporting information sharing across relevant IS teams to build a shared understanding of CPOP data and its potential uses
- Undertaking other specified duties and responsibilities from time to time as required

Part 2 – Person Specification

REQUIREMENTS (E = Essential; D = Desirable)	E	D
Education/Training/Qualifications - Educated to degree level or equivalent relevant experience - A 2:1 in a relevant subject	X	X
Skills - Demonstrable ability to design and build complex dashboards or data products involving dynamic calculations, data modelling, integration of multiple data sources, user-driven analysis and interactive visualisations - Ability to develop, improve and document end-to-end data flows and data models - Ability to apply data-quality, validation, version-control and information-management arrangements - Ability to work independently, use initiative, organise competing tasks and deliver work within agreed priorities and timescales - Ability to present data clearly and effectively - Demonstrable ability to engage and work productively with partners/stakeholders to understand requirements and refine data products - An ability to effectively communicate technical and analytical information to a range of audiences, including non-technical audiences	X X X X X	
Knowledge - Applied knowledge of data analysis and data management principles - An understanding of techniques for sourcing, managing and analysing data from multiple sources - Understanding of data quality assurance and validation principles, and their application when working with data - Knowledge of how data and evidence can support decision-making and performance improvement - Knowledge of information governance and data protection requirements when working with data - Understanding and interest in issues related to community planning - Knowledge of accessibility considerations for digital data products	X X X X X	 X X
Previous Experience - Experience of developing dashboards using programmes and platforms such as R/Shiny or Power BI - Experience of sourcing, cleaning, transforming, linking and integrating datasets from multiple sources - Experience of presenting data and analysis clearly to different audiences - Experience of testing or improving dashboards, reports or data products based on user feedback	X X X X	

• Experience of working with stakeholders to understand requirements and support the development of data products or analytical outputs • Experience of contributing to the delivery of projects or work programmes • Experience of working in the Scottish public sector / local government		X X X
Other Requirements • Full driving license		X