

Role Profile

Post Title:	Data Analyst (Whole Family Support)
Grade:	10
Date Created:	29th June 2026

ROLE DEFINITION

To assist in the provision of a data analytics and business intelligence service to the Council and Health and Social Care Partnership (HSCP). Utilise various technologies to automate and integrate data flows between systems and give insights and analysis.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Manage/deliver the Service in accordance with the Council's corporate policies and procedures and relevant strategy provision.
- Manage/deliver the service outcomes, in the most efficient and effective way, that delivers the Council's Strategic Priorities within the Council Plan and contributes to the production of Directorate Plans.
- Manage and monitor Capital and Revenue budgets as assigned and contribute to budget development.
- Lead, or contribute to, the preparation of cross-service business development plans, as required.
- Ensure the effective management and leadership of employees, where appropriate.
- Prepare and co-ordinate reports for the Council, its Committees or working parties and to attend these meetings as required.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Develop data analytics and business intelligence solutions to interpret and analyse data from a wide variety of data sources.
- Develop and implement data collection systems that support data analytics.



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- Work with Council services to acquire data from various data sources.
- Identify, analyse and interpret trends and patterns in complex datasets to support public sector reform in the delivery of Scottish Government national outcomes across the Whole Family Support landscape; the HSCP strategic plan; the Council plan; NHS and SOA requirements and facilitate target setting.
- Ensure all statutory and strategic reporting is developed and undertaken to meet legislative requirements.
- Locate and define new analytics opportunities within the Council.
- Undertake all tasks associated with the design, implementation, and review of data gathering and business intelligence technologies.
- Deliver analytics projects, ensuring all work undertaken is aligned to the thematic system review of Whole Family Support.
- Collect and analyse service requirements and prepare/ contribute to routine reports and solution recommendations where appropriate.
- Develop, support, and maintain joint opportunities for data analytics and business intelligence solutions.
- Ensure requests are responded to and resolved in a timely manner and according to agreed standards and procedures, keeping services informed of progress.
- Ensure all work is carried out and documented in accordance with required standards, methods and procedures and that any applicable configuration management procedures are adhered to.
- Coach, mentor, and motivate other members of the team and work effectively with colleagues to jointly achieve team and service objectives.
- Coordinate service support in line with business needs.
- Adopt agile approaches to service delivery and share best practice within the team.
- Work as part of team to deliver and continuously improve performance indicators to generate service efficiencies in line with set targets and trends.
- Work with the team to deliver standard configurations, documentation, and procedures in order to streamline processes, produce efficiencies and reduce avoidable contact.
- Work within agile project teams under the guidance and direction of the project lead and / or senior officers.



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- Promote and champion effective customer service and maintain satisfaction levels in line with industry best practice.
- Interact regularly with services to gain feedback and ascertain ways to improve services.
- Liaise with internal and external contacts and provide guidance and training as and when required.
- Represent the service and continually develop of current and future technologies.
- Maintain up to date knowledge of local and national initiatives and standards, technology trends and advances, models of service delivery, ways of working, and technology industry standard and how these may benefit and impact on business objectives.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	Degree in a relevant discipline or equivalent OR equivalent experience	Relevant professional qualification	- Application Form - Interview
Experience	- Support and development of Council or Social Services or Health data analytics or business intelligence solutions - Use of MS Excel with PowerQuery, VBA, and Business Objects - Presentation and communication of complex information to a range of audiences	- Working in a public sector environment - Experience of Council / HSCP systems - Designing, maintaining, and querying databases	- Application Form - References - Interview



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	• Evidence of meeting objectives • Customer focused services within a best practice framework • Development of policies and procedures • Information requirements, developments, specifications and reports to meet relevant needs		
Specialist Knowledge	• Enterprise data analytics and business intelligence information solutions, such as Power BI	• Data analytics knowledge of Python libraries e.g. Pandas, NumPy • APIs and how to use them to integrate systems and processes • Data analytics theories and uses, e.g. machine learning, natural language processing, robotic process automation	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Analytical and numerical report writing skills • IT skills e.g. programming, databases and spreadsheet	•	• Application Form • References • Interview



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	• Influencing and negotiating skills • Project Management skills • Written and verbal communication skills • Time management and organisational skills • Working within a pressurised environment to meet deadlines		
Other	• Ability to work flexibly • Commitment to Personal Development		• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.



OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
<u>Focus</u> we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
<u>Passion</u> we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
<u>Inspiration</u> we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind

