Your job

Job Title: Senior Analyst

Service: Performance and Insight Unit

Grade: 9

Reporting to: PIU Manager

Wigan Council's Performance and Insight Unit (PIU) leads the development of innovative approaches to data analysis and interrogation that enable informed decision-making across the organisation. As part of this specialised team you will support the organisation with intelligence and insight that underpins performance management, adherence to statutory reporting and our commitment to deliver against our transformation programmes. Working to a Manager within PIU, you will play an active role in helping the PIU implement the Council's new Data Strategy, applying your inquisitive nature and analytical skills to transform the directorate's approach to data, intelligence and insight. The role requires experience with data visualisation tools such as Power BI and the ability to work with autonomy and initiative.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Lead the analysis and insight delivery against the Progress with Unity Transformation themes.
- Lead and provide operational analysis and insight as required by priority themes.
- Lead the proactive identification, development, and application of research, ensuring it is effectively embedded across PIU work and used to inform and strengthen performance and insight that underpins decision-making and continuous improvement.
- Provide dedicated subject matter expertise and advice as required.
- Provide evaluation of major programmes using a variety of methodologies to provide actionable insights.
- Develop an understanding of the existing database structures and data sources within the organisation.
- Write and optimise SQL queries to extract, manipulate and analyse data to support business needs.
- Work closely with Data Integration Manager to understand requirements and establish data flows from key systems into our SQL data repository.
- Gain an understanding of services across the organisation and leverage data insights to enhance service delivery and operational efficiency.
- Create detailed reports and presentations to communicate key findings to all levels of the organisation.
- Create and maintain detailed reports and dashboards using Microsoft Power Bi.
- Collaborate with cross-functional teams to understand their data, insight and research requirements and provide actionable insights.
- Ensure data accuracy and integrity by performing regular data validation and quality checks.
- Contribute towards and support transformation themes as required.

On an ongoing basis you will:

- Assist in the development of new analytical tools and methodologies.
- Provide continuous support and insights to various departments based on data analysis.
- Champion data-driven decision-making across the organisation.
- Participate in training sessions to enhance your analytical skills and knowledge of industry trends.
- Manage and mentor analysts and provide guidance on complex analytical tasks.

- Identify opportunities for process improvements and implement changes to enhance efficiency.
- Manage and prioritise tasks to ensure timely completion, balancing short-term deadlines with long-term goals to maximise productivity and achieve directorate objectives.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.
- Support the delivery, monitoring and evaluation of key operational and strategic priorities via effective performance management frameworks.
- Support the submission of statutory returns to central government departments.
- Lead approaches to customer insight analysis, including consultation, engagement and research.
- Develop innovative analytical material, software and approaches to support decision making and improved outcomes for residents.
- Produce statistically sound and robust analytical products, providing confidence to decision makers.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- A flexible approach, professional curiosity and an ability to work on cross function and organisation priorities.
- An inquisitive mind that wants to follow the trail on 'so what'.
- A deep understanding of how data should be used to answer business questions, including how it is collected, transformed, scheduled and monitored
- Experience in identifying where and how data and insight should be applied to business problems and transformation opportunities.
- Analytical expertise to embed best practices and develop a business-wide culture of making decisions and products led by insight and research.
- Expertise in the many facets of data analytics, particularly data modelling, programming (e.g. SQL), Business intelligence, storytelling and critical thinking
- Confidence in developing analysts at all career stages and fostering a collaborative environment where they can thrive
- Experience as an Analyst (or similar role) in a public sector or commercial environment
- Experience using business intelligence tools
- Knowledge of coding languages and techniques

- An ability to interpret, understand and adhere to data management standards.
- An awareness of ethical considerations and privacy regulations related to handling and analysing data.
- An ability to work agile when and where requested.
- To be an effective communicator.
- To commit to continuous professional development and a desire to develop analytical and research skills.
- To be able to multi-task and pivot as priorities require.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	"Take pride in all that you do and support and develop yourself and others."
Be Accountable	"Be responsible for making things better, enabling change and supporting improvement."
Be Courageous	"Be open to doing things differently and working collaboratively with others."
Be Kind	"Be helpful, generous and thoughtful towards yourself and others."