

Job Profile

Business Intelligence Officer

Grade: 7

Date created: April 2026

About the Job

The Business Intelligence Officer will provide specialist analytical, reporting and data-management support across the Integrated Transport Unit (ITU), covering public transport, school transport, concessionary fares, procurement, and other operational teams.

The post holder will be responsible for developing, maintaining, and improving business intelligence tools, ensuring high-quality data, producing insightful analysis, and enabling evidence-based decision making across the service.

The role will act as the primary point of contact for all ITU-related data reporting, working with internal GCC teams and external partners to ensure data is accurate, accessible, and used effectively to support strategic and operational objectives.

This is what we need you to do...

- Build, maintain, and improve dashboards that support operational delivery, performance monitoring, and reporting of ITU KPIs.
- Produce analytical reports, summaries, and visualisations that support evidence-based decision making across ITU services.
- Support continuous improvement across the ITU through use of data-driven analysis and performance monitoring.
- Contribute to service reviews, procurement processes, and performance discussions by providing evidence-based insights.
- Undertake other duties consistent with the nature, level, and responsibility of the post as determined by the line manager.
- Translate complex data into clear insights that can be understood by varied audiences, including senior managers and elected members.
- Develop standard operating procedures for data collection, processing, validation, and archiving across the Unit.
- Ensure compliance with GDPR, Freedom of Information requirements, and GCC information management standards.
- Ensure work is delivered to agreed deadlines, balancing competing priorities and responding flexibly to emerging demands.
- Represent the service at internal or external meetings as required.

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the Council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Working in a data analytics, business intelligence, performance, or reporting role.
- Collecting, validating, analysing, and interpreting data sets.
- Creating dashboards, visualisations, or automated reports (e.g., Power BI, Tableau, Excel).
- Presenting analytical findings to varied audiences, including non-technical stakeholders.
- Working collaboratively across teams and managing competing deadlines.
- Experience within a public-sector, transport, or operational service environment.

Knowledge, Skills and Understanding

- Strong analytical skills with ability to translate data into clear insights and recommendations.
- Good understanding of data management practices and principles (validation, cleaning, governance, metadata).
- Understanding of GDPR and data-protection requirements.

- Proficiency with analytical tools (Excel, Power BI, GIS, databases, etc.).
- Ability to communicate complex information concisely, both verbally and in writing.
- Understanding of statistical concepts and their practical application in operational service delivery.
- Ability to work independently, manage conflicting priorities, and deliver to deadlines.

Behavioural attributes

- Aligns with Gloucestershire Employee Values and behaviours which are available on our [website](#)
- Our values are Accountability, Integrity, Empowerment, Respect and Excellence

Education & Qualifications

Essential

- Level 4 qualification (e.g., HNC, Level 4 apprenticeship) or equivalent relevant experience.
- Evidence of continuous professional development.

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