

Job Profile

Business Intelligence Officer

Grade F

Date: January 2025



Gloucester
City Council

About the Job

The Business Intelligence Officer will play a crucial role in supporting various initiatives, with a key focus on Development or Town Planning data, by providing data analysis, reporting, and insights to enhance decision-making and project outcomes. This role involves working closely with teams within the council and external partnerships to ensure data quality, develop dashboards, and contribute to the overall success of projects.

This is what we need you to do

1. Gather, analyse, and interpret data from various sources to identify opportunities and challenges to drive informed decision-making. Identify trends and patterns within the data to support operational and strategic goals and project objectives. Provide actionable insights that contribute to operational success.
2. Develop and maintain dashboards to present data clearly and effectively, focusing on Development or Town Planning initiatives. Provide regular and ad hoc reports tailored to stakeholder needs, ensuring they are timely, accurate, and relevant.
3. Ensure data accuracy and integrity by implementing quality assurance procedures and conducting audits. Collaborate with teams to uphold data standards and address issues related to consistency and reliability.
4. Provide technical support for the implementation of new data tools and services, ensuring they meet Development or Town Planning-related needs. Develop innovative solutions to streamline workflows and improve process efficiency, including the use of Power Automate to automate repetitive tasks and enhance productivity.
5. Collaborate with stakeholders to translate complex data insights into clear, actionable recommendations that inform Development or Town Planning and operational improvements.
6. Develop and deliver training programs on data analysis, reporting tools, and best practices in business intelligence. Support staff in effectively understanding and using Development or Town Planning data.
7. Maintain and develop the team's website and products to disseminate Development or Town Planning-related data and intelligence, including performance statistics, reports, and visualisations.
8. Perform statistical analysis of Development or Town Planning trends to produce written reports and tools within spreadsheets, supporting decision-making and project objectives.
9. Query, maintain, and develop reports and products while implementing procedures to ensure data quality. Use querying techniques to address specific needs and provide reliable data solutions.
10. Support colleagues to develop actionable intelligence from analyses, ensuring insights are aligned with project goals. Respond to data requests with timely and insightful ad hoc analysis and reports.

Special Conditions

- May occasionally be required to work outside normal office hours.
- May be required to attend project meetings (normally in London) every couple of months
- Hot desking and working from home or other office based locations will be necessary when required.

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

- Proficient in ETL (Extract, Transform, Load) processes, integrating data from multiple sources such as SQL and Oracle to deliver accurate, actionable reports.
- Skilled in data analysis and visualisation, using tools like SQL, advanced Excel, Power BI, and Power Automate to create dashboards and present insights effectively.
- Adept at generating statistical analyses and identifying trends, particularly within Development or Town Planning contexts, to support strategic decision-making.
- Proven ability to ensure data quality and integrity, implementing audits and quality assurance measures to maintain reliable datasets.
- Experienced in collaborating with stakeholders, translating complex data into clear, actionable insights that drive informed decisions.

Knowledge, Skills and Understanding

- Comprehensive understanding of data analysis and reporting principle
- Strong proficiency in business intelligence and data tools e.g. Power BI.
- In-depth knowledge of ETL processes.
- Strong analytical and problem-solving skills.
- Attention to detail and a high level of accuracy.
- Excellent communication and interpersonal skills.

Behavioural Attributes

Aligns with our Values and Behaviours ([Available here](#))
Expected to perform at level 2 of Gloucester City Council's Behaviours Framework

Education & Qualifications

- NVQ Level 4 in a relevant field (e.g., Business, Data Analysis, Statistics) or equivalent experience.
- GCSEs (or equivalent), including Maths and English at grades A-C (or Level 4-9).
- Certification/qualification in data analysis or business intelligence (e.g., Microsoft Office Specialist (MOS): Excel, SQL certification)

We recognise the positive value of equality and diversity and pride ourselves on growing a high-performing workforce that is diverse, skilled, talented and represents the community it serves. We recruit the best person for the without regard to race, colour, religion or belief, age, nationality, ethnicity, gender, gender identity, gender expression, sexual orientation, marital status, veteran status, disability or caring responsibilities.; removing barriers to employment wherever we can.

