

Role Profile: Data Analyst			Reference Number
			XXXX
Job Family Group	Strategy and Improvement	Role Purpose	
Job Family	Service Insight and Development	This role, reporting to the Insight & Reporting Manager, will be responsible for gathering and analysing data from various sources about CTSC performance and presenting the relevant data to help the wider CTSC understand its performance, its people and its users, and make changes or improvements to ensure the provision of an inclusive and accessible service	
Grade Level	Band D		
Key Accountabilities		Key Relationships and Contacts	
<ul style="list-style-type: none"> Utilise multi-system generated data, user and staff feedback, interpreting the information to create management information and insight to support and improve performance across all CTSCs to ensure consistent and effective service delivery to users Provide technical and analytical information and support to enable senior managers at all CTSC sites to make correct decisions in consistent service delivery Liaise with Continuous Improvement, Quality Assurance and Change Management to provide, share and use insight to inform better quality management information to drive improvements in service delivery for users Clearly elicit user MI requirements and produce appropriate MI reports to enable CTSC teams to understand their performance and data requirements and identify where improvements can be made Work with the Quality Assessors team to collate quality results, create quality report and improvement plans and liaise with Heads of Operations and Team Leaders to ensure quality improvement plans are actioned, to ensure continued drive for service improvement and increased experience for service users Work with Knowledge Content Team and use knowledge reporting data to access article viewing data and identify articles that have not been used and advise on removing unwanted/unread/expired articles. Liaise with stakeholders and hold user group research session to validate findings and understand if processes are still active and if knowledge articles are up to date/accurate Work closely with team managers to provide them the information and data needed to help them manage the performance and well-being of staff members more effectively 		<p>This role will be responsible for maintaining relationships and cooperation with CTSC Management, stakeholders and SMEs and users of the CTSC data/MI/Knowledge Management system. There will be the requirement to present and request information.</p> <ul style="list-style-type: none"> CTSC & Courts and Tribunals Centre Management – discussions about data and MI requests and accuracy of data and knowledge systems Knowledge Management Team – to understand requirements for knowledge management system changes Quality Team – discussions on processes and data to justify quality assessments 	
Knowledge, Skills and Experience		Complexities	
<ul style="list-style-type: none"> Data wrangling, analysis and presentation - to be able to understand, interpret and present information so that it can be clearly understood and used by other CTSC teams to focus on service improvements Benchmarking and trend analysis experience - to be able to identify where performance is under or over expected outcomes Expert use of IT systems and software - to be able to extract and analyse the raw data to formulate useful insight about CTSC performance, people and users Knowledge of Data Protection legislation and techniques in anonymising data - to ensure that data used by CTSC teams to improve services meets all departmental and legislative requirements to protect user identity Statistical analysis for performance management and improvement 		Problem solving	This role holder's decision making will be limited to the analysis, interpretation and presentation of data. However this may involve significant investigation, factfinding and analysis and the data provided will help Change & CI teams and Operations teams to effectively measure and improve their performance
		Management of resources	None
		Autonomy	The role holders work in data analysis will follow standard procedures and operating guidelines and will generally be subject to checking or supervision. Reference will be made to supervisor or line manager in the event of unusual/new instances occurring