

Job Description

West London Waste Authority

Job title:	Data Analyst
Responsible to:	Head of Finance and Performance
Responsible for:	Junior Data Analyst
Main job function:	To ensure the Authority operates an effective core IT system (for waste data) and ensure its proper management, administration and effective operation including the provision of management information.
Salary:	PO4 £39,772 - £42,463
Basic hours:	36 hours per week
Principal location:	Head Office - West London Waste Authority Unit 6 Britannia Court, The Green, West Drayton UB7 7PN

Duties and Responsibilities:

1. To carry out all duties in a responsible and professional manner, work collaboratively with colleagues and show initiative and flexibility in meeting the necessary priorities to enhance the efficiency of the Authority.
2. To recruit, develop and manage the Junior Data Analyst undertaking appraisals, carrying out regular 1-2-1s, supervising the delivery of day-to-day workloads/services, approving iTrent records (holidays/sickness) and dealing with any performance, attendance or disciplinary issues.
3. To manage the day-to-day operation of the systems, ensuring that they are used effectively and efficiently, including:
 - a. Managing own and the Junior Data Analyst's workloads to meet deadlines
 - b. Governing user access rights, menus and permissions
 - c. Maintaining tables for example transport and disposal rates to ensure that invoices received from suppliers can be validated accurately
 - d. Importing data promptly from various sources, including constituent boroughs and contractors
 - e. Cleaning and validating the data and liaising with data providers to resolve data quality issues
 - f. Producing regular management information reports for Authority managers and the constituent boroughs within agreed timescales

- g. Producing reports for the Authority's finance team within agreed timelines to help them with budget setting, budget monitoring, annual accounts and charging purposes
 - h. Completing statutory returns, including WasteDataFlow and Environment Agency Waste returns within the required deadlines
- 4. To support and work closely with business managers to develop reports and information to aid them in delivering services and performing their roles
- 5. To undertake ad-hoc exercises to verify and analyse the management information produced and alert users to any findings, opportunities and issues.
- 6. To source, procure and manage the relationship with service providers, supplier of waste data management system(s) and any peripheral systems (e.g. reporting tools) ensuring contracts deliver business and user requirements, services are delivered to agreed standards and represent value for money and to ensure that technical issues are handled effectively, including:
 - a. To manage IT budgets and verify IT supplier invoices and manage contract spending
 - b. Logging issues with service providers and ensuring they are resolved and monitoring their performance
 - c. Planning, implementing and testing software upgrades
 - d. Developing and optimising the use of the systems
 - e. Taking part in regular contractor review meetings
 - f. Ensuring appropriate training is provided across the business in relation to the data and the systems
- 7. To lead projects to implement new IT systems including developing business cases, defining a scope, obtaining approvals, forming and leading project teams, managing and reporting progress and delivering outcomes.
- 8. To work closely with boroughs and contractors to lead the project to develop, agree and manage a central hub offering a range of services to the Authority and its six constituent boroughs, for the submission of statutory and other returns and provision of management information tailored to their needs.
- 9. To work closely with the Finance team and others to undertake waste data and financial modelling to support project decision making and to help inform strategies
- 10. To work closely with teams across the business to identify opportunities for waste and recycling improvements and financial savings
- 11. To keep abreast of technology and recommend solutions (e.g. development, procurement etc) for the provision of information to meet changing business requirements to the Head of Finance & Performance and lead projects to implement and deliver those solutions on an ongoing basis.
- 12. To maintain knowledge management for the role, including maintaining up-to-date procedure notes, set-up documentation, objectives, deadlines, role information, priorities and key contact details.

13. To perform any other duties or responsibilities as reasonably may be requested and that do not exceed the skills and abilities required of the post and/or post holder, including flexibility to work on other Authority Sites.

West London Waste Authority is continually reviewing its structures and ways of working to provide the best services possible for residents, in the most efficient way. As a result, through appropriate consultation with staff and representatives, the key tasks in any job may be varied, and the post holder will be expected to take on such variations consistent with the level of responsibility of the post.

Person Specification

Values and Behaviours	Essential (E), Desirable (D)	Assessed by; Application (A), Interview (I), Test (T) or Other (O)
I make decisions within the scope of my authority, rather than refer them up the line	E	A,I
I am flexible in my work and can change what I'm doing to meet priorities	E	A,I
I treat everyone fairly, with respect and value differences	E	A,I
I do what I say I will do when I've promised to do it, or let people know why not	E	A,I
I am an excellent team player and possess problem-solving skills	E	A,I
I have excellent oral and written communication skills	E	A,I
I am able to remain calm under pressure	E	A,I
Qualifications		
GCSE or equivalent in English and Maths (Grade C or above)	E	A, I, C
A level qualifications	E	A, I, C
Degree or similar education qualification	E	A, I, C
Experience, Training or Other Requirements		
An ability to use Microsoft Office tools to an advanced level	E	A,I
Expert knowledge of relational databases, data administration and manipulation	E	A,I
A good understanding of database design principles	E	A,I
Advanced Microsoft Excel knowledge, including automation using VBA	E	A,I

Values and Behaviours	Essential (E), Desirable (D)	Assessed by; Application (A), Interview (I), Test (T) or Other (O)
Knowledge of Microsoft Powerbi or similar reporting tools	E	A,I
In-depth experience of all aspects of software development	E	A,I
Experience of SQL, DAX	E	A,I
Experience of Project Management	E	A,I
Experience of supervising and managing people	D	A,I
Experience in creating Management Information reports	E	A,I
Very good attention to detail	E	A,I
Good analytical and numerical skills	E	A,I
Experience of training others in using software	D	A,I
Problem-solving skills	E	A,I
Ability to work using initiative and be innovative	E	A,I
Experience of working within Local Government or the Public Sector	D	A,I
Experience of waste management operations	D	A,I
Familiarity with statutory waste returns	D	A,I
Experience of working with and managing contacts and IT service provider relationships	D	A,I
Experience in implementing IT solutions	E	A,I
Experience of managing budgets in particular IT contract spending	D	A,I