

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Data Analyst	Grade:	PO4
Reports to (Designation)	Data Science, Insight & Performance Lead	Grade:	SMG1
Directorate:	Chief Executive's	Section:	Strategy, Transformation, Equalities and Performance

Main Purpose of the job:

As a Data Analyst, you will lead analytical and insight projects to inform evidence-based decision making across the organisation and deliver positive outcomes for residents we serve.

Apply statistical, descriptive and predictive analytics and creative problem solving to deliver insights, data products and visualisations which will support diverse business needs, Council's transformation programme and help drive service improvements and outcomes.

Translate complex business challenges into practical analytical solutions, and actionable insights. Manage projects ensuring quality, strategic business alignment and strong stakeholder engagement.

Design and deliver analytical insights that are robust, transparent, and compliant with GDPR and DPIAs, embedding trusted and responsible principles into operational systems and decision-making processes.

Effectively communicate complex analysis through clear, actionable insights, dashboards and visualisations tailored to both technical and non-technical audiences.

Summary of Responsibilities and Personal Duties:

- Work closely with the business to identify issues and propose data-informed solutions for effective decision making.
- Interrogate and prepare multiple datasets of varying size, complexity, source and format, ensuring data is cleaned, structured and ready to support analysis.
- Conduct research, quantitative and qualitative data analysis using statistical and advanced analytical techniques to answer key questions and generate actionable insight for customers and partners.
- Combine internal and external datasets to drive insights and develop clear outputs (e.g. reports, dashboards or other visualisations) of identified insights for customers.
- Work with Service Designer to turn qualitative data and lived experience into meaningful insight that shapes service design and decision-making.
- Use Python and R to develop robust analytical outputs, working in an open and transparent way so that approaches, techniques and code can be understood, reused and applied by the wider analytical community.
- Understand behaviours, long term trends and the wider ecosystem to ensure analysis and outputs are relevant and action can be taken by stakeholders, informed by the evidence.
- Identify and integrate additional data sources and analytical methodologies to deepen understanding of issues and support robust monitoring and evaluation of outcomes.
- Apply ethical and governance standards to analytical work, ensuring transparency, fairness and appropriate management of bias in data and analytical outputs.
- Lead and support workshops to understand the problem to be solved and customer needs and proposing solutions based on evidence.

- Keep up to date with developments in data analytics translating relevant advances into practical improvements in analysis and reporting.
- Visualise data and translating complex analysis into plain English for non-specialist audiences, helping them to understand the key themes, trends and root causes to support actions & decision making
- Meet with members of the corporate leadership team and attend board meetings to summarise findings and potential next steps, working with the business as and when required to build the story.

Internal Contacts: These include colleagues across the organisation, service managers, IT & Digital services, communications team, customer services team

External Contacts: This will include residents, public sector partners and colleagues in similar roles across local government for knowledge sharing.

As a Lewisham Officer you will:

- Be responsible for professional advice and support in the service area to deliver in partnership with others the Council's vision, values and ways of working.
- Ensure the delivery of identified service objectives and continuous improvement of service targets.
- Ensure performance and quality improvement through supporting and nurturing others to lead and manage innovative approaches to achieving results.
- Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.
- Carry out these and any other duties within the scope of the post flexibly and with full regard to the confidential nature of the post.
- All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.
- All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.
- Assist in carrying out the Council's environmental policy within the day to day activities of the post.
- Undertake other duties, commensurate with the grade, as may reasonably be required.
- To carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.

Consideration will be given to making reasonable adjustments for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: N/A

Title:

Grade

No of posts

Number of partially managed staff: N/A

Title: Grade No of posts

PERSON SPECIFICATION

JOB TITLE: Data Analyst **POST NO:** tbc

DEPARTMENT: Data Science, Insight & Performance **GRADE:** PO4

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community. **S**
Understanding of how equality and diversity relate to this post. **S**

Knowledge, Aptitude & Skills

(Skills can only be used as shortlisting criteria if the skill is to be tested)

(To Be Tested – S)

- Expert knowledge and ability to interrogate complex datasets and transform data as required for analytical projects. **S**
- Scope, design, lead and deliver high-quality analytical solutions and data products. **S**
- Extensive knowledge and application of data and analytical skills in a real-world setting. **S**
- A natural problem solver with an inquisitive mind who is interested in using best analytical tools and techniques to enhance understanding and develop solutions
- Adept at communicating a story (verbally and visually) to a range of stakeholders, including non-specialists, and confident speaking to senior leaders. **S**
- Able to apply objective analysis of facts on a given topic or problem before formulating opinions or rendering judgments to support decision making.
- Highly organised problem solver, self-motivated, methodical, detail-focused and able to work both independently and as part of a team. **S**
- Ability to interpret often complex requirements and deliver information and analytics solutions to a wide range of stakeholders. **S**
- Effective interpersonal skills with the ability to relate to all levels within the organisation and with partner agencies. **S**
- Good knowledge of the requirements relating to handling sensitive data and information, particularly in relation to GDPR requirements. **S**
- Have strong written and verbal communication skills, being able to communicate complex issues simply and in a way that is tailored for different audience. **S**

- Able to work collaboratively within a multi-disciplinary team.
- Knowledge of local government systems, statutory duties and business processes.

Experience

- Strong experience analysing complex and multi-source datasets to generate meaningful insight. **S**
- Experience linking and deduplicating data from multiple sources using record linkage and fuzzy matching techniques to support robust analysis and decision-making. **S**
- Experience applying statistical and advanced analytical techniques such as regressions, factor analysis, significance testing, correlation analysis, hypothesis testing, clustering and forecasting. **S**
- Demonstrable experience using Python and R libraries (e.g. pandas, scikit-learn, dplyr, tidyr, ggplot2...) to deliver analysis, insight and visualisations. **S**
- Proven ability to quickly adopt and apply new analytical methods to support data analysis and insight.
- Demonstrable ability to construct and effectively communicate data stories using data visualisation techniques and narrative storytelling. **S**
- Experience supporting analytical work within project teams, contributing to planning, delivery and timely completion of outputs. **S**
- Understanding data privacy, ethical and information governance principles when analysing, sharing and reporting data. **S**
- Good experience of programming best practices, writing manageable and reproducible code, using Git version control, RAP (Reproducible Analytical Pipelines) and producing quality documentation.
- Experience managing workloads, prioritising and completing tasks within deadlines and to the required standard. **S**
- Experience using data visualisation tools to design and deliver reports, dashboards and interactive visualisations (e.g. Power BI, R Markdown, Quarto). **S**

General Education

- Demonstrable proficiency in Python or R, with experience applying these skills to complex analytical challenges (lead essential criteria). **S**
- Bachelor's degree in data analytics or numerate discipline or demonstrable relevant career experience as a professional data analyst. **S**

Personal Qualities

Candidates are expected to adhere to Lewisham's values and behaviours.

Circumstances

N/A

DBS Disclosure Required? **No** ☐ **Basic** ☐ **Enhanced** ☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post.