

Job description

Job title: Workforce Information Analyst (Fixed Term)

Hours

37.5

Contract

Fixed Term (13 months)

Role profile and grade

OS35a – Grade 3

Salary

£34,653 - £38,388

Location

Hybrid (Cheadle / remote)

Reports to

Claire Jenkins, Head of Workforce Analytics & Operations

Job purpose

To compile and transform Together Trust's workforce data into actionable insights that shape strategic decision-making and support smooth functioning of internal workforce systems.

The post holder will embrace the core values of the Together Trust, which are:

- **Positive** - We take pride in celebrating the difference we make
- **Professional** - We act in a fair and respectable way that recognises our collective expertise
- **Passionate** - We encourage creative ideas and inspire one another
- **Supportive** - We are considerate and caring towards one another.

Key responsibilities

Data Analysis & Reporting

- Work with internal stakeholders to gather and clarify requirements, advising on suitable data models and methodology as appropriate to organisational needs
- Ensure data accuracy, consistency, and security across workforce reporting platforms
- Conduct trend analysis and forecasting, identify patterns and presenting findings via visualisations and written reports
- Design and maintain appropriate dashboards and reports to deliver actionable insights, consolidating data from multiple sources and using a variety of data analysis tools including Excel pivot tables, power queries, and Power BI
- Interrogate in-house workforce systems to produce and analyse reports into standard workforce KPIs and management information
- Recommend improvements to data collection and reporting processes
- Provide support for the Senior Analyst & Head of Workforce Analytics & Operations in respect of workforce information as required

Data Quality & Governance

- Ensure reporting complies with data protection policies and legislation
- Create and maintain appropriate documentation and guidance to accompany workforce data reports and dashboards

Workforce Systems Support

- Support the maintenance of workforce data and hierarchical system structures
- Respond to internal helpdesk enquiries relating to workforce systems issues, resolving routine enquiries where appropriate or escalating as necessary
- To support with the management of workforce systems

as required including:

- maintaining and creating of data field names
- functionality of workflows
- adding, removal and updating of user accounts
- Create and maintain automated workflows between workforce systems
- Support process requests in relation to problem solving and technical faults
- Assist with workforce systems upgrades and changes to processes
- Work with colleagues to plan, develop and manage appropriate user acceptance testing and system upgrades

Project work

- Undertake any additional project work or ad hoc tasks - as assigned by senior colleagues, commensurate with the level of the role

Continuous Improvement

- Stay informed about people analytics trends and workforce systems developments

Other responsibilities

- Undertake and support administrative tasks when required
- Work with colleagues to develop and maintain high quality training materials, guidance, user documentation and business process documentation

Standard Requirements for all roles

- **Confidentiality:** Confidentiality/data protection regarding all personal information and Trust activity must be always maintained (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data

Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust policies and procedures. Any breach of confidentiality will be taken seriously, and appropriate disciplinary action may be taken.

- **Code of Conduct:** Maintain a consistently high standard of conduct and to provide the highest standard of service in accordance with the Trust Code of Conduct for all employees.
- **Equity, Diversity, and Inclusion:** Promote these concepts Trust wide.
- **Health and Safety:** Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors, and employees.
- **Professional standards and performance review:** Maintain consistent high professional standards and act in accordance with the relevant Professional Code of Conduct. Employees are expected to participate in the performance review process.

Summary

This Job Description is an outline of the key tasks and responsibilities of the post. The post-holder may be required to undertake additional duties appropriate to the pay grade. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post-holder.

Person specification

You will need demonstrate the extent that you have the necessary requirements for this role. Please use examples in your application how you match the criteria in the person specification and your experience of the responsibilities outlined for the role.

	Essential	Desirable
Education, qualifications and training	Degree level qualification in a related field.	Project Management qualification Business/Data Analyst Qualification
Experience and skills	<p>Experience of data analysis and data input</p> <p>Proficiency with reporting and visualisation tools, including Power BI</p> <p>Excellent knowledge of MS Office Suite, particularly MS Excel</p> <p>Skilled in combining data from multiple systems</p> <p>Excellent communication skills</p> <p>Thorough knowledge of a variety of IT packages e.g. Excel, Access (expert ECDL or equivalent level of IT skills)</p>	<p>Experience with statistical techniques</p> <p>Familiarity with SQL or Python</p> <p>Experience in harnessing AI tools effectively</p> <p>Experience in charity or public sector</p>

	<p>Extensive experience of collating and interpreting complex data for presentation</p> <p>Excellent knowledge of workforce information systems</p> <p>Experience of delivering briefings and training to staff and managers</p>	
<p>Knowledge and understanding</p>	<p>Understanding of confidentiality and the requirement for this to be maintained</p> <p>Good understanding of data governance, data quality, and reporting best practices.</p> <p>Understanding of Workforce KPIs and Metrics.</p>	<p>Knowledge of using and implementing APIs</p> <p>Good knowledge of workforce information systems</p> <p>Experience in harnessing AI tools effectively</p> <p>Good working knowledge of iTrent</p>
<p>Other</p>	<p>Able to prioritise workload effectively and work to tight deadlines</p> <p>Good attention to detail</p>	



	Able to work as part of a team and independently Willingness to learn and acquire new knowledge and skills	
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Applications are welcome from all regardless of age, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race, sex, sexual orientation, trans status or socio-economic background. We are committed to making reasonable adjustments for disabled people. We positively encourage applications from those with lived experience.