Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title: Intelligence Officer** | | | **Service: Transformation Service, Transformation Group** | | **Office Use** |
| **Band: 8** | | | **Workplace: County Hall, Morpeth** | | **JE ref: 1524** |
| **Responsible to: Policy & Research Manager** | | | **Date: December 2010** | **Manager Lever:** |
| **Job Purpose: To be responsible for developing and presenting the strategic intelligence required to steer the development and implementation of the Sustainable Community Strategy and the Council’s Corporate Strategy** | | | | | |
| **Resources** | Staff | Supervise research and support staff | | | |
| Finance | | Contribute to the efficient and effective running of the team, including the financial management of specific projects | | | |
| Physical | | Design, maintain and operate key corporate policy and research systems | | | |
| Clients | | Ensure compliance with relevant legislation, council policies and procedures. | | | |
| **Duties and key result areas:**   * To identify both the Council’s corporate and partnership’s intelligence requirements * To develop, implement and operate effective and efficient information systems that meet these requirements * To manage the undertaking of surveys to ensure that a cohesive picture of the public’s views and perceptions are gathered on a regular basis and inform the implementation of the Sustainable Community Strategy and the Council’s Corporate Strategy * To plan and implement the development of the Team’s analytical tools related to the effective collecting, collation and presentation of information and intelligence, and including the on-going maintenance of the Council’s local information system * To lead and oversee the undertaking of research or intelligence related programmes or projects that seek to improve understanding as to the socio-economic circumstances and needs, in accordance with given terms of reference or objectives * To manage the recruitment and deployment of “associates” to provide extra capacity or specialist capability as part of the effective management of the research programme * To provide professional advice to and develop working relationships with elected members, Corporate Directors and Heads of Service on strategic information matters, including the preparation of Service Plans * To develop and maintain effective and constructive relationships with relevant contacts within partner organisations, including through the Northumberland Strategic Partnership, in order to promote effective collaboration in sharing information, analysing data, and developing intelligence * To contribute to the preparation of and take a lead on substantial elements of the Policy and Research Team’s work programme * To supervise allocated staff by coordinating and delegating work as appropriate, providing clear guidance, and motivating staff to achieve service objectives and quality standards * To conduct staff appraisals for allocated staff and thereby contribute to the skills planning and workforce development processes within the service; and assist in the recruitment, selection, induction, discipline, training and development of staff within the Policy and Research Team as appropriate * To assist in the appointment and management of the work of consultants and in the supervision and mentoring of any apprentices or trainees * To actively promote and represents the interests of Northumberland and the County Council in relation to service activities and policies at a local, regional and national level as appropriate, particularly through participation in pilot programmes, showcasing good practice, and contributing to exchange networks * To contribute to the maintenance of effective management and communication systems within the Service, in conjunction with senior colleagues. * To interpret, explain and enforce statutory and County Council regulations, ensuring appropriate procedures are followed, that parties have a proper understanding of their position and attempting to reach legitimate, mutually agreeable solutions, through negotiation * To be accountable for expenditure against allocated budgets, ensure effective spend against established targets and compliance with financial regulations * To fully participate, as a member of the Service’s professional team, in the corporate planning and management of the Service   The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. | | | | | |
| **Work Arrangements** | | | | | |
| Physical requirements:  Transport requirements:  Working patterns:  Working conditions: | | Sedentary office work with occasional need to stand, walk and lift.  Will involve travel to meeting venues, area offices or training venues throughout the County and further a field on occasion.  Normal office hours but flexi-hours may apply if colleagues provide cover. Some attendance at evening meetings.  Mainly indoors | | | |

Northumberland County Council

**PERSON SPECIFICATION**

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| **Post Title:**  **Intelligence Officer** | **Director/Service/Sector: Transformation Service** | Ref: 1524 |
| **Essential** | **Desirable** | **Assess by** |
| **Qualifications and Knowledge** | | |
| Degree, higher degree, professional qualifications and/or NVQ Level 5 or equivalent standard in a relevant subject; plus recent and relevant post qualification training, additional qualifications and experience in a relevant context.  Evidence of having undertaken substantial research tasks/projects in a relevant research and intelligence arena.  Thorough knowledge of research, information and intelligence issues and techniques, including data handling and sharing issues  Knowledge of current inter/national laws, regulations, policies, procedures, trends, and developments.  Commercially aware and understands the relationship between costs, quality, customer care and corporate performance assessment.  Evidence of continuing professional development. | Evidence of recent and relevant management training.  Relevant management degree or post-graduate diploma e.g. MBA, DMS.  Understands the diverse functions of a large complex public sector organisation and the relevant professional issues. |  |
| **Experience** | | |
| Recent and relevant post qualification experience in a relevant context.  A breadth of work experience in selecting and applying the full range of professional methods, tools and techniques in a wide range of work situations.  An evidenced track record as a successful consultant/advisor.  Experience in engaging effectively with others and building productive partnerships.  Relevant experience in designing and drafting policies, procedures and other technical documents.  Experience in managing projects to successfully achieve set objectives. | In depth awareness of issues of regeneration, the economy, social structures, communities and lifelong learning.  Experience in a particular relevant specialist area.  Substantial experience of working successfully in partnership with public and private sector organisations.  Supervising staff and their productivity. |  |
| **Skills and competencies** | | |
| Able to disseminate acquired knowledge.  Ability to undertake the analysis of quantitative & qualitative data, draw appropriate conclusions, and present these to an audience.  Advanced IT knowledge and skills and able to effectively use ICT to achieve work objectives, understanding of a range of ICT software  Experience in project/task management.  Ability to motivate and develop staff.  Ability to work independently and take the initiative  Prepares written, verbal and other media to best professional standards.  Effectively expresses views using appropriate means depending upon the audience.  Numerate and skilled at analysing/reasoning with complex business related statistics.  Persistence in applying a methodical approach to problem solving.  Negotiation skills and able to persuade others to an alternative point of view.  Operates as an effective advocate for the Directorate both within and externally.  Maintains a professional demeanour in stressful and difficult situations. | Highly effective in presenting information and expressing appropriate views.  Experience in project management & monitoring and evidence of the application of these techniques, as appropriate.  Budgeting and financial management skills.  Experience of mentoring and supervising staff.  Advanced skills in Microsoft Office. |  |
| **Physical, mental, emotional and environmental demands** | | |
| Normally works from a seated position with some need to walk, bend or carry items.  Need to maintain general awareness with lengthy periods of enhanced concentration.  Some contact with public/clients in dispute with the County Council.  Some exposure to working outdoors. |  |  |
| **Motivation** | | |
| A strong corporate orientation and a commitment to tackling issues in a non-departmental manner.  Dependable, reliable and keeps good time.  Self reliant, able to exercise discretion and possessing the ability to manage time effectively.  Models and encourages high standards of honesty, integrity, openness, and respect for others.  Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued.  Proactive and achievement orientated  Works with little direct supervision. |  |  |
| **Other** | | |
| Able to meet the transport requirements of the post |  |  |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits