



Role Profile

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| Role Title | Data Analyst Apprentice v0.3 |
| Business group and team | Data, Business Intelligence & System Team (SGS) and Knowledge Information Management - KIM (GDT) |
| Job Purpose Overview | <p>In both placements, the Apprentice will get a firm grounding in the generation, processing and analysis of data across FCO Services, and in the data systems used by our organisation.</p> <p>Data, Business Intelligence (BI) and Systems Team – We work with Customer Business Directors, Regional Service Directors and other key stakeholders across FCO Services to provide business support from a central source. We ensure that that accurate business intelligence reports are developed on time and to the specific requirements of our internal customers. Our data sources include project planning, sales, finance and resource information, risk and issue tracking, and change control; from those we generate information covering project management, business processes, and commercial and general management. The Apprentice will develop an excellent working knowledge of FCO Services systems and tools and will be expected to present themselves in a professional and knowledgeable manner. This is an opportunity to create relationships with stakeholders across SGS, GDT, ETD, Finance, and Global Government Partnering (GGP), who each own different systems from where we obtain our data.</p> <p>Knowledge and Information Management (KIM) Team – We are an organisation-wide team, and the lead for all Knowledge and Information Management matters across FCO Services. This includes, but is not limited to: information and records management; knowledge management; transparency/open data; information governance; intellectual property; supplier assurance; information rights/legislation; information sharing; and corporate information architecture. We work with customers, suppliers and across government to ensure that FCO Services has appropriate governance in place and support the business in complying with legal, regulatory, mandatory and policy requirements. The Apprentice will work alongside all members of the KIM Team and the business, including: Procurement, Cyber Security, Chief Information Security Officer and the FCO Services Information Assurance community.</p> |
| Organisational position | <p><i>Insert organisational chart or give brief description of where the role sits in the organisation. (To comply with our security rules, only provide the name of the job).</i></p> <p>Data, BI & Systems Team The Apprentice will report to the Head of Data, BI & Systems, working alongside three Business Intelligence Developers. It is important to note that, although this team resides in SGS, they work across FCO Services as a whole.</p> <p>KIM Team The Apprentice will report to the Corporate Information Assurance Manager, who in turn reports into Head of Knowledge and Information Management.</p> |

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| Date Updated | | | Updated By | SH / VM | |
| Current / Applied Grade | Apprentice | | Job evaluation date | Confirmed grade | |
| Level of Security Clearance | SC DV | Yes No | | | |

JOB RESPONSIBILITIES

Main responsibilities, focusing on the required outputs:

For Data, BI & Systems Team:

- The Apprentice will gain up-to-date knowledge and experience on how to identify, gather, analyse, process and present data for a portfolio of projects and/or services.
- The Apprentice will become adept at processing a wide range of disparate sources of data into digestible, informative and relevant information packs and dashboards, either in printed or electronic formats.
- In order to develop the competency to carry out the tasks required for the role, the Apprentice will develop their proficiency in applications such as the Microsoft Office Suite – Word, Excel, PowerPoint, Visio, Project, and SharePoint, as well as in MS Office 365 (O365), MS Project Online (MS POL), MS Project Professional, Oracle Prism, Salesforce, Power BI, SQL Data Warehouse and SSRS Packages.
- The Apprentice will be expected to become proactive in data quality checking and cleansing, identifying anomalies, what caused them, and how to rectify them, understanding where or who to go to for advice or support to rectify the situation.
- The Apprentice will engage proactively in shadowing opportunities across the organisation and contribute to project work where appropriate, to identify and investigate ways where they can help improve ways of working or relieve pressure. Shadowing could include working with any part of FCO Services to gain understanding and knowledge of the systems we use as data sources (e.g. Finance – Prism, GGP – Salesforce).
- The Apprentice will be expected to gain an understanding of, and help maintain, the data warehouse, understanding the input data, and perform database queries across multiple tables to extract data for analysis.
- The Apprentice will be required to gain an awareness of GDPR and other data/information standards, policies and procedures, to ensure we comply with these when carrying out data management activities.
- The Apprentice will also complete a number of mini projects, for example:
 - (1)** Lead in the production of well-presented reports and business intelligence, in an easily understood format.
 - advise internal customers on the availability of reports according to their requirements.
 - investigate and resolve any anomalies affecting reports.
 - draw conclusions, identify trends and analyse information to aid business decision making, and to identify issues and possible escalations. You will be helping show them ‘what is this data showing me’ and ‘why is this important’, and ‘what do I need to do about it’.
 - (2)** Take personal responsibility for producing and then improving one Business Review Board (BRB) pack, working with and gathering requirements from the relevant business area and Portfolio Assurance Manager to ensure the customer needs are maintained and met.

For KIM Team:

- Working with KIM, Internal IT and reps at the Major Systems Working Group, gaining an understanding of the corporate IT systems and data held therein, and the associated information architecture to be able to make informed decisions on data and possible analysis;

- Working with key stakeholders and the Office365 project team, identify quick wins on MI and dashboards using corporate IT systems that could be provided in line with business requirements;
- Through the forum of the Data Governance Board, obtain approval for data dashboards/MI based on analysis of data held in corporate IT systems: implement the quick wins with the KIM Team;
- For more complex data requirements, work with members of the Data Governance Board to provide analysis of requirements, prioritise and deliver MI/reporting/dashboards, particularly in relation to Office365;
- Engage proactively in shadowing opportunities across the organisation and contribute to project work where appropriate, to identify and investigate ways where they can help improve ways of working or relieve pressure;
- Introduce processes on future requests for MI/reporting for Office365 and work with business and KIM Team to launch and participate in;
- Work with Atlas Team to understand data warehouse capabilities and how FCOS – from a corporate perspective – can make most effective use of this for data analysis, reporting, MI and dashboards.
- Collate and analyse MI for mandatory KIM Training; provide regular reports on status;
- Manage KIM Trackers for all KIM matters;
- Working with the Corporate IA Manager, build on the Supplier Assurance Tracker and Scoring analysis spreadsheet, to easily identify complaint and non-compliant suppliers.
- KIM mailbox – analyse the types of emails received for trends to help identify gaps in knowledge and understanding, to aid creation and updates to FAQ's, guidance and update policies.
- Working with the IA community to find a better way of capturing and reporting IA exceptions which are raised on a quarterly basis.
- Undertaking analysis on user accounts usage on corporate IT systems.

KNOWLEDGE AND KEY SKILLS

Essential:

- Five GCSEs (minimum of grade 5, or grade A-C) to include English and Maths.
- Two A Levels (A-C) including maths or another numerate subject
OR a relevant Level 3 qualification
- Effective written and oral communication skills
- Demonstrate numerical and analytical skills.
- Good attention to detail, with the ability to maintain a high level of accuracy
- Good IT skills, including working knowledge of word processing, spreadsheet and presentation software packages, preferably Microsoft Office Word, Excel and PowerPoint

Desirable:

- Use of MS SharePoint, Office 365 and Power BI (or equivalent data visualisation tool)
- Experience of making decisions and conclusions (Analytical and Problem solving skills)
- Understanding of Data Protection

CORE COMPETENCES

Top three for job:

- Managing a quality service
- Making effective decisions
- Collaborating and partnering

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CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

- Formal feedback from training provider, team leaders and customers
- Successful completion of all course work
- Performance in delivering work against agreed deadlines
- Clear development of the capability and behaviours of a B3 Data Analyst by the end of the programme

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| Budget Responsibility? | If YES, how much: | If NO can they authorise payments? |
| N | £ per annum | N |
| Reports to: (Role Title and Grade) | Head of Data, BI & System Team (C5), Corporate Information Assurance Manager (C4) | |
| Direct Reports: (Number and grades of staff) | None | |

Key:

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| SGS | Secure Global Services (department) |
| GDT | Global Digital Technology (department) |
| ETD | Engineering Technology Department (department) |
| GGP | Global Government Partnering (department) |
| KIM | Knowledge & Information Management (section within a department) |
| BI | Business Intelligence |
| O365 | Microsoft Office 365 |
| MS POL | Microsoft Projects Online |
| BRB | Business Review Board (a meeting) |
| GDPR | General Data Protection Regulation |
| SSRS | SQL Server Reporting Services |
| MI | Management Information |
| IA | Information Assurance |
| FAQ | Frequently Asked Questions |