

<b>Role Title</b>	<b>Performance Analyst (Corporate and Families)</b>
<b>Job Family</b>	<b>Business Intelligence</b>
<b>Competency Level</b>	<b>Principal Officer</b>
<b>Pay Range / Scale</b>	<b>PO2</b>
<b>Purpose:</b> <ul style="list-style-type: none"> <li>• Use a range of sources and analytical techniques to produce high-quality analysis and reporting, including recommendations for action and improvement.</li> <li>• Plan and deliver Business Intelligence projects which generate new data insights to drive operational decision-making and service improvement.</li> <li>• Support the development and embedding of an insight and intelligence culture throughout the council.</li> </ul>	

<b>Role-Specific Accountabilities:</b>	<b>End Results/Outcomes</b>
Prepare and analyse data to produce intelligence and insights about council services and the borough.	<p>Accurate reporting and analysis is delivered in line with agreed timescales and quality expectations.</p> <p>Members, officers and partners are able to draw upon robust evidence and analysis when they are planning and prioritizing the delivery of Council services.</p>
Design and develop visual reports and dashboards to provide actionable intelligence for managers and decision-makers.	<p>Reporting solutions use the data available in the Council's business applications and databases effectively and accurately.</p> <p>Reports and dashboards are presented in a highly-visual format that provides clear and accurate insight and analysis.</p>
Identify and assess problems with the quality of data that is used for and presented in data reporting, and take action to address issues identified.	<p>The analysis and reporting produced by the postholder is as accurate and reliable as possible.</p> <p>Gaps in the Council's data and information are identified and addressed.</p>
Contribute to (and lead where appropriate) the completion and submission of statutory reporting requirements, including returns required by government departments and regulators	<p>Reporting responsibilities allocated to the postholder are completed in line with the expected standards and timescales.</p> <p>Data reported by the Council passes all relevant data quality and data validation checks.</p> <p>Issues and risks are resolved or escalated as appropriate.</p>

Contribute to the Council's arrangements for preparing for and acting upon the findings of inspection	<p>The Council's likely performance against relevant inspection frameworks is assessed and reported.</p> <p>Action assigned to the postholder are completed successfully.</p>
Ensure that data is handled according to the principles and requirements of the Data Protection Act 2018	<p>Data processing and management is fully compliant with the principles and requirements of the Data Protection Act 2018.</p> <p>Risks to the security and protection of sensitive and personal data are identified and resolved.</p>
Contribute to the implementation of the Council's arrangements for completing equality analyses and complying with the performance and data requirements of the Equality Act	<p>Data is disaggregated by equality group where available and required.</p> <p>Variations in need, experience and outcomes are identified, analysed and reported.</p> <p>Services receive information and advice about the completion of equality analyses.</p> <p>Action is taken within agreed timescales to ensure the Council complies with the performance and data requirements of the Equality Act.</p>

Generic Accountabilities	End Results/ Outcomes
<p>Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.</p> <p>Manage escalated or complex customer issues within the relevant area.</p>	<p>Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.</p> <p>Issues are managed through to a satisfactory conclusion.</p> <p>Risk to the Council is minimised.</p>
Contribute to the development of service plans to meet strategic business goals.	<p>Strategic and operational input is provided to wider business planning and development.</p> <p>Customer needs are identified.</p> <p>Services meet legislative and policy requirements.</p>
<p>Research developments in relevant area.</p> <p>Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.</p>	<p>Relevant information / data are managed efficiently and accurately.</p> <p>Accurate and relevant information / reports / documentation are produced.</p> <p>Trends and issues are identified and prioritised.</p> <p>Statutory and procedural obligations are fulfilled.</p>

	Management decision making is supported.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	<p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and center of excellence.</p>
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
Co-operate with and support colleagues.	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.

<b>Nature of Contacts</b>
<ul style="list-style-type: none"> <li>• Typically involves Heads of Service, and Managers across the authority, and external agencies and organisations providing advice regarding</li> <li>• May involve direct contact with members of the public.</li> <li>• Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances.</li> <li>• Deal with people at all levels confidently, sensitively and diplomatically.</li> </ul>
<b>Procedural Context</b>
<ul style="list-style-type: none"> <li>• Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.</li> <li>• Decisions will be made based on Council procedures.</li> <li>• Information and analysis prepared by the postholder is used by members, officers and partners to inform the prioritisation, planning, delivery and evaluation of Council services</li> <li>• The postholder will be allocated to support a specific service area.</li> <li>• The postholder will have a role in overseeing the work of administrative staff who are collecting and quality assuring data and entering it into systems (for example Mosaic or data from service providers)</li> </ul>
<b>Key Facts and Figures</b>
Reports to Performance Manager or Lead Analyst.
<b>Resourcing</b>
<p>Budget Responsibilities:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Supervisory Responsibilities:</p> <ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Knowledge, Skills and Experience</b>
<ul style="list-style-type: none"> <li>• Highly numerate, with excellent analytical and problem-solving skills.</li> <li>• Experience of recording and reporting complex data and information, preferably within a public sector context.</li> <li>• Understanding of how data is organised and managed in complex business environments.</li> <li>• Knowledge and experience of data analysis tools and methods, including technology such as Excel and Power BI.</li> <li>• Understanding of how data can be extracted and manipulated using a coding language such as SQL, R and/or Python.</li> <li>• Ability to produce clear data visualisations in reports and dashboards.</li> </ul>

- Thorough understanding and experience of applying the requirements of GDPR and Data Protection Act 2018.
- Advanced user of Office productivity software, such as Outlook, Word, PowerPoint and Teams.
- Ability to communicate effectively using a wide variety of media and methodologies, including written, oral and visual means of communication.
- Self-motivated, enthusiastic, and able to work with minimal supervision.
- Accustomed to managing conflicting deadlines and a demanding workload.
- Demonstrable commitment to equal opportunities and equality in employment and service delivery.
- Experience of providing information and advice to key decision makers, including service managers, Directors and elected members.
- Experience of contributing to the delivery of programmes and projects.
- Attention to detail.

#### **Indicative Qualifications**

- Degree or equivalent or vocational qualification in relevant subject or area

*The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.*