

Job description

Job title:	Performance Analyst
Grade:	10
Job evaluation reference:	BA6033
Job family:	Business, Policy and Administration

Purpose and impact

The Performance Analyst roles sit within the pooled performance team and will provide expert advice and delivery for statutory and performance reporting across Adults & Housing and Children's Services. The Performance Analysts will be closely aligned to the Business Partners for Adult's & Housing and Children's Services. The performance analyst will also support projects and reporting across all directorates where required.

To provide management information and analysis of the function or service's performance as required for internal and external purposes, supporting the development of data and systems.

To be an expert with respect to Adults & Housing and/or Children's Services performance and statutory reporting. This includes delivering the processes and data to support all Adult's & Housing and Children's services performance and statutory reporting.

To identify and promote opportunities to develop the use of management and performance information to the benefit of the service.

To understand current and future customer and external requirements to ensure that data held can support business planning, providing information and reports as required.

To act as an expert user in developing new and existing systems and processes for the capture and manipulation of new information as required.

To ensure system processes and workflows are in place to support quality assurance of data.

To provide training, advice and support in relation to core systems and business processes, working with partner agencies where appropriate.

Key responsibilities

- To provide and interpret a range of management and performance information, reports and statistics to internal and external customers as requested as well as identifying new ways of presenting and reporting on information which may be useful for business planning.
- To provide expert knowledge, advice and support to customers, determining their requirements and developing solutions.
- Support the Service Manager and Performance Team Manager in the delivery of the council's top tier reporting frameworks (SLT & Directorate Management Information).
- Work with senior officers from across the Adult's & Housing and Children's Services directorates to deliver projects and new reporting and statutory needs as required.
- Work with other councils, industry bodies and partners in the development of suitable benchmarking and analysis for Adults & Housing and Children's Services.



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- Advise on the best operational approach for delivering performance reporting, statutory returns and management information requirements, working in conjunction with the Performance Team Manager.
- Contribute knowledge and expertise to the wider team.
- Manage new and existing report requirements
- Extract statutory returns from Mosaic, understanding the logic used. Feed in system requirements where changes may be required to capture new data.
- Develop dashboarding solutions to support usable management information
- Identify any poor data quality held in systems and relay back to IT Operations for rectification, tracking to conclusion.
- Develop and maintain a robust and integrated system of information collection, analysis and management reporting.
- Make recommendations as to the continuous development of systems and methods of collation, analysis and presentation of management and performance data, developing systems for the capture of new information as required.
- Interpret Directorate policy and procedures to ensure policy guidance is accurate and in support of key legislation and initiatives.
- To assist in preparing for and coordinating reviews, inspections, self-assessments, service reviews or other detailed studies relating to performance improvement and/or complaints, as appropriate
- To identify, develop and promote examples of good practice, innovative ideas and creative solutions which support continuous improvement in the Council
- To pursue opportunities to celebrate and share best practice
- Promote new policies and procedures by designing and producing relevant information documents and/or web pages ensuring an appropriate format for users.
- Representing the Service/Directorate as an expert user at various forums and project groups
- Resolve performance, reporting and procedural issues, drafting recommendations to various audiences as appropriate.
- Use in depth knowledge of systems and procedures to respond to requests for information from various internal and external sources, liaising and negotiating with external agencies as appropriate to the role.
- Create, deliver and develop appropriate training sessions or events in various formats through formal presentation, group or individual basis.
- Lead projects in support of the function as required.
- Keep up to date with trends and innovations as relevant to the role.
- Understand, demonstrate and apply good practice in relation to GDPR and other relevant legislation and organisational guidelines concerning the holding and use of data.

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- Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
- To supervise other staff as appropriate as part of project delivery which may include on the job training and/or allocation and checking of work.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Team Manager - Performance

Responsibility for: No line management responsibility

Other factors

The Performance Analyst role, and that of the wider pooled performance team, will be characterised by daily changing demand in meeting the needs of the various services and directorates across the council. The work of the performance team is characterised by demand-led ad-hoc requests.

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under '[Working for Dorset Council](#)'.

Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential criteria are the minimum requirement for the above post.

Desirable criteria will only be used in the event of a large number of applicants meeting the minimum essential requirements.

Essential

Qualifications/ training/registrations	
Required by law, and/or essential to the performance of the role	
1.	BTEC Higher or degree level qualification in a relevant subject or equivalent experience
2.	High standard of numeracy and written literacy skills.
3.	ECDL advanced qualification or significant experience of using relevant systems at this level
Experience	
4.	Extensive experience in a relevant role
5.	Significant information management experience, including interrogation and presentation of management information and reports.
6.	The application of research and information experience in a field relevant to the work of the function.
7.	Experience of managing projects.
Skills, abilities & knowledge	
8.	In depth knowledge of management information and the application of computerised systems.
9.	Excellent knowledge of a range of IT applications, including the use of spreadsheets, and database packages.
10.	Sound understanding of database structures and terminology
11.	Knowledge of statutory requirement for statistical returns in relevant area of work.
12.	Good understanding of policy, legislation and developments in the field of work relevant to the function.
13.	Knowledge of statutory requirement for statistical returns in relevant area of work.
14.	Good understanding of the work of local authorities.
15.	Good understanding of policy, legislation and developments in the field of work relevant to the function
16.	Knowledge of best practice relevant to the work of the function
17.	Knowledge of the application of performance management and monitoring processes.
18.	Good understanding of project management principles
19.	Excellent oral and written communication skills, including report writing and presentation skills.
20.	Good negotiation skills with the ability to think creatively and problem solve effectively.
21.	Ability to present timely information in a user friendly and understandable format to all levels.
22.	Ability to build up a good knowledge of policy, legislation and developments in the field of work relevant to the function
23.	Ability to analyse, resolve and explain complex ideas in relevant formats,

presenting information to all levels.
24. Ability to train others in the use of IT systems
25. Project management skills
26. Ability to work with minimum supervision, to use initiative, prioritise and complete work under pressure.
Behaviours
27. Respect
28. Responsibility
29. Recognition
30. One Team: Collaboration
Other
31. Able to be flexible with an adaptable approach to work and conflicting demands and deadlines.
32. Able to undertake training as required

Desirable

Qualifications/ training/registrations
33. Project management qualification e.g. PRINCE 2.
34. Professional qualification relevant to the function
Experience
35. Previous experience of working in a large organisation or local authority
36. Involvement in training or provision or user support
Skills, abilities & knowledge
37. Understanding of the Council's in-house systems
38. Experience of developing and implementing performance and monitoring systems.

Approval			
Manager	Service Manager for Business Intelligence & Performance	Date	6 September 2019