When potential
is unlocked,
talent *thrives*

West
Northamptonshire
Council

Job description and person specification

Data Performance Analyst

Digital Technology & Innovations (DTI), Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

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Purpose and impact:

To drive improved performance and high quality of service within both the technology team and the wider Council by collecting, analysing, publishing, and visualising our data and presenting clear information and analysis to key stakeholders.

Accountable to:

This role is accountable to the Customer Services Manager, who is responsible for 2 Data Performance Analysts. The role sits within the Service Delivery Team, Digital technology & Innovation.

Responsibilities:

1. Gathering data from multiple sources, to support our reporting and continually learn new tools and methods to improve the quality of reporting which is provided. This includes utilising visualisation software in imaginative ways. This includes Analysing data and trends to identify areas of improvement as well as identifying successes.

2. Create reports which are clear, concise and provide all the relevant information necessary to enable key business decisions to be made. Reports must be engaging, eye catching and pleasing to the eye. An understanding of graphical design to help with the presentation of dashboards, presentations, and bulletins, using elements like infographics to really get the point across.

3. Use quality control to ensure the data being used is accurate and can be relied on, to reduce the likelihood of mistakes being made. Ensure any reports which are created, provide value, and have a clear message. Review existing reports to ensure they are as efficient and effective as possible.

4. Present and communicate to stakeholders in a clear and meaningful way on the information which is provided within any of our published reports.

5. Exhibit an understanding of the work undertaken by colleagues, so that our reports are influenced by real world activities. Reporting should underpin and support ITIL processes or working practices to ensure they are being adhered to as expected. This includes translating the needs of all stakeholders, so that any created reports can assist in achieving their goals.

6. Identify opportunities for innovation and improvement. Creativity is valued, to ensure opportunities are identified and developed through to their conclusion in exciting ways.

7. Ensure reports proactively identify issues along with the underlying causes, so that solutions are more easily identified.

8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.

9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Able to show historic examples of their ability to work across data from multiple sources, interpret patterns, trends and correlations as well as understanding the various impacts and highlighting the underlying causes. This includes drilling down into the data when necessary. Identifying opportunities for improvement is also crucial along with problem solving. Reports will need to be reviewed regularly and modified to suit the changing needs of the organisation. A focus on automation is required to reduce the amount of resource required in generating reports.	Essential	P
Demonstrate Attention to detail and the ability to identify areas of impact to the business and their underlying causes so they can be targeted by the responsible area.	Essential	I
Excellent organisational and time management skills, with the ability to plan and deliver objectives within an agreed timeframe, even if there is increased pressure as a result. Self-critical, recognising and learning from mistakes. The ability to mentor colleagues and provide support and guidance in achieving goals.	Essential	I
The ability to understand the requirements and concerns of the business, so that appropriate analysis and solutions can be provided. The ability to put yourself in the shoes of the customer is vital.	Essential	I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	I

Knowledge:	Essential / Desirable	Measured by
Awareness of the National and Local Government agenda, current issues, and challenges. This includes a good working knowledge of public sector service delivery and systems that support IT, operations and customer access services and channels.	Desirable	I
Knowledge of working with multiple clients who will have differing requirements and needs.	Desirable	I
Experience in working within ITIL environments, underpinned with technical knowledge of desktop or application environments.	Desirable	I

Relevant experience:	Essential / Desirable	Measured by

An expert skill level and at least 2 years' experience with data visualisation tools which include Microsoft Power BI and Microsoft Excel. The ability to learn new tools quickly is important.	Essential	P
Experience in coding languages primarily SQL is desirable although skills in Python, .NET, Visual Basic and C++ are welcome. These tools will enable ad hoc reporting to take place and ensures there is increased flexibility in the insights we can provide.	Desirable	P
Must have experience in presenting reports across different levels of stakeholder and tailor the information to suit the target audience, ensuring any material provided is easily understood. Experience in practicing excellent written and verbal communication skills are required, along with interpersonal skills with multi-disciplinary teams which includes communicating ideas and concerns effectively as well as understanding different perspectives.	Essential	P
Experience in working with complex data models and identifying their relationships with each other, which will support the CMDB and Service Catalogue.	Desirable	I
At least 2 years' experience in reviewing data and reports to ensure the information provided can be relied upon. This also includes data cleaning.	Essential	I
Experience in utilising graphic skills and know-how to create memorable and engaging presentations, which help to underpins the message, adds clarity, and increase attentiveness.	Essential	P
Experience using data visualisations, so that any information provided is easily absorbed by the target audience, to ensure it has the most impact. This would include storytelling skills to help reinforce the message.	Essential	P

Education, training and work qualifications:	Essential / Desirable	Measured by
ITIL V3 or ITIL V4 qualifications	Desirable	A
Degree or equivalent in an IT related subject, mathematics or statistics. If you do not have a degree, data analyst related certifications are acceptable or experience to demonstrate the required knowledge.	Desirable	A

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 hours	**Primary work base:**	OAS & Remote working
Job family band:	Band 7	**Worker type:**	Flexible
Salary range:	£36,734 - £39,278	**Budget responsibility:**	N/A
People management responsibility:	N/A		

Working conditions & how we work:
This role has been identified as a Flexible worker type, this means that you will be able to mix working remotely from home with attending the office.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture"

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.

- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.

- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.

- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

West Northamptonshire Council