Job description

Details of the job

Post title:	Performance Analyst
Salary grade:	NCC J
Hours:	37 – 12 month fixed term contract
Location:	Thrapston
Reports to:	Senior Performance Analyst (ASC)
Service area:	Performance, Intelligence and Partnerships

Overall purpose of the post

1. To interpret, analyse and report upon service information to enable managers to make evidence-based decisions to improve the cost effectiveness, efficiency, quality and consistency of service provision.

2. To manage the professional and technical activities and development of the information community, and design and develop the standards and systems within which it operates to enable continuous improvement within the service.

Principal responsibilities

1. Develop systematic models for the construction, collection and analysis of management information in order to inform policy, effective planning, strategic direction and primarily the delivery of service through the delivery of detailed deep dive analysis reporting.

2. To project manage specific information projects to provide a platform of statistical evidence for management decision making; to work with Service/Operations Managers, Business Development Managers, Team Managers and Finance colleagues and provide them with the information they need through analysis, interpretation, hypothesis testing and consensus building to inform their decision making.

3. To develop relationships across service teams to provide expert knowledge and customer focussed support on management and performance information; to set standards for professional and technical activities to enable the continuous improvement within the service area.

4. To design, develop and deliver comprehensive prevention datasets to assist in service delivery, future planning and forecasting, using a multi agency approach; to provide insight into the factors leading to social services intervention and

ultimately reduce the number of high cost placements through targeted, early intervention.

5. Design and oversee the implementation of a systematic and comprehensive data quality strategy to enable a programme of continuous improvement for the service area and ensure good value, efficient and effective working.

6. Raise standards, knowledge and awareness of the usefulness of the management information function as a platform for evidence-based decision making throughout the service.

7. Provide advice and support to staff and managers with respect to data analysis and interpretation to ensure that they understand, accept and can act on evidence drawn from management information with an emphasis on customer facing support and service.

8. To keep under review trends and developments in legislation and national and local service planning to ensure provision of accurate and timely information that anticipates requirements and is responsive to changing demands.

9. To develop business process improvement maps, via engagement with operational staff, and where appropriate to recommend solutions. To maintain standard documentation in relation to business flows and statutory returns.

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

Post Title:	**Performance Analyst**	
Grade:	**NCC J**	
Service Area:	**Performance, Intelligence & Partnerships**	
ATTRIBUTES	**ESSENTIAL CRITERIA**	**DESIRABLE CRITERIA**
Education and Qualifications	Educated to degree level or equivalent experience Evidence of commitment to personal development activity.	Educated to a degree level in a subject with strong element of quantitative analysis
Experience and Knowledge	Experience of building good working relationships with partners and customers Experience of working in a management information/statistical analysis role Experience of planning/ managing and manipulating large complex long term data analysis projects and datasets Experience of collecting, analysing and presenting information to a range of audiences Sound knowledge of the Data Protection Act and Principles.	Adult Social Care knowledge and experience Knowledge of the content and cycle of local government statutory returns. An understanding of the principles of corporate performance management frameworks. Experience in performance management work in the public, private or voluntary sector.
Ability and Skills	Strong communication and customer service skills Able to interpret statistical information and use information effectively Able to organise material and present coherent proposals for action. Ability to present and produce clear and concise reports for the senior management of the organisation. Ability to represent the organisation with key external bodies. Advanced ICT skills across the Microsoft packages. Strategic thinker with the ability to assimilate data sets and produce solid analysis. Work flexibly and dynamically and respond positively to change.	Advanced Microsoft Access and Excel skills Experience of using SSRS and/or Business Objects

| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs. | |