

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

| | | | |
|-----------------------|---|------|-------|
| Job Title: | Performance Analyst | JEID | M0133 |
| Salary Grade: | J | | |
| Team: | Business Intelligence | | |
| Service Area: | Commissioning Support Unit | | |
| Primary Location: | Agile Working including from home and office in Shire Hall, Warwick | | |
| Political Restriction | This position is not politically restricted | | |
| Responsible to: | Business Intelligence Delivery Lead (Performance & Quality) | | |
| Responsible for: | None | | |

Role Purpose

To support the Business Intelligence Delivery Lead (Performance & Quality) in providing a high-quality performance management function to the organisation, in line with our Business Planning and Performance Management Framework.

To lead business planning activity within Directorates and support the Council in its corporate business planning activity.

To lead the production, analysis and interpretation of the Council's performance management information so that the Council, Committees, Corporate Board, Directorate and Service Leadership Teams receive clear, robust insights to inform decision-making and subsequently improve service delivery in our communities.

To undertake business improvement activities across the organisation.

Principal Duties

- To support the Delivery Lead in the delivery of the Business Planning and Performance Management Framework across the Council, linking business planning, performance reporting, team and individual targets in order to improve overall performance of the organisation.

- To support the Delivery Lead by coordinating the preparation and production of the annual Service Business Plans.
- To support the Delivery Lead by offering help, advice and support to Service Managers and Assistant Directors to develop Business and Team Plans within Services.
- To support the coordination, preparation and production of the Council Plan including offering of advice and support to Strategic Directors and Assistant Directors.
- To assist the Delivery Lead by fulfilling all corporate performance reporting requirements and to manage the accuracy and timely reporting within the reporting system, currently Power BI.
- To support WCC's Leadership Team, including Corporate Board and Members, and the Delivery Lead to analyse, interpret and evaluate performance and make recommendations to direct the Council's improvement activity.
- To support the Delivery Lead by ensuring the consistent, regular and accurate monitoring and analysis of and reporting on all aspects of performance within Directorates to feed into the Leadership Team, Directorate and Service Reporting.
- To support managers to analyse, interpret and evaluate performance and make recommendations to direct improvement activity.
- To design, analyse and present customised management information reports for various levels of management as and when required.
- To evaluate the performance of activities and to compare with other organisations to improve services.
- To act as the liaison to ensure that future development of the reporting systems incorporates Service requirements.
- To promote and coordinate the use and further development of Power BI performance reports across the organisation.
- To provide support to services on the use of the performance reporting systems.
- To provide administrative support to the management of the performance reporting systems.
- To continuously evaluate current methods of information presentation to identify improvements.
- To support the Delivery Lead to develop a consistent, cohesive and value-added approach to performance management to ensure standards are constantly improving.
- To support delivery of prioritised work across the broader Performance & Quality team by working flexibly.
- To carry out duties in accordance with the Council's Information Security Standards and Human Resource Policies; compliance with the Data Protection Act, Freedom of Information Act and any other relevant legislation that directly affects service delivery.
- To support internal and external inspections and peer reviews including undertaking specified allocated activities as required.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Assessed By:

Essential Criteria

| | |
|---|-----|
| Educated to degree level or equivalent or have at previous experience in a service improvement or performance management role | A,D |
| Knowledge of developments which impact on public services | A,I |
| Experience of working within a large complex organization and interacting with individuals at all levels | A,I |
| Experience in the preparation, interpretation and presentation of statistics and data. | A,I |
| Sound knowledge of Information Technology, such as the Microsoft suite | A,I |
| Experience of working with and developing Performance Reporting Systems such as Power Apps / Power BI, including the use and development of dashboards to present information | A,I |
| Analytical and problem-solving skills | A,I |
| Excellent formal and informal oral and written communication skills | A,I |
| A flexible and innovative approach to service provision | A,I |
| Ability to write reports and guidance clearly and succinctly capturing complex ideas and issues | A,I |
| Well organized, able to work on own initiative and plans ahead to ensure that work is completed to deadlines | A,I |
| Manages, shares and uses knowledge and information effectively | A,I |
| Confident in dealing with all levels of staff and Elected Members | A,I |
| Understands the cost of resources and uses them efficiently and effectively | A,I |
| Shows awareness of own strengths and areas for improvement and seeks opportunities for personal development | A,I |
| Understanding and practice of Equality and Diversity policies | A |
| Ability to travel to council properties and partners around Warwickshire if required | A,D |

Desirable Criteria

Assessed By:

| | |
|--|-------|
| Experience of service/business planning and methods of assessing performance | A,I |
| Experience and knowledge of applying self and peer assessment processes | A,I |
| Qualifications/training/ experience in aspects of performance management | A,D,I |
| Experience or demonstrable knowledge of local government | A,I |

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

| | |
|---|---|
| <input type="checkbox"/> Provision of personal care on a regular basis | <input type="checkbox"/> Driving HGV or LGV for work |
| <input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | <input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes) |
| <input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis | <input checked="" type="checkbox"/> Restricted postural change – prolonged sitting |
| <input type="checkbox"/> Lone working on a regular basis | <input type="checkbox"/> Restricted postural change – prolonged standing |
| <input type="checkbox"/> Night work | <input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching |
| <input type="checkbox"/> Rotating shift work | <input type="checkbox"/> Manual cleaning/ domestic duties |
| <input type="checkbox"/> Working on/ or near a road | <input type="checkbox"/> Regular work outdoors |
| <input checked="" type="checkbox"/> Significant use of computers (display screen equipment) | <input type="checkbox"/> Work with vulnerable children or vulnerable adults |
| <input type="checkbox"/> Undertaking repetitive tasks | <input type="checkbox"/> Working with challenging behaviours |
| <input type="checkbox"/> Continual telephone use (call centres) | <input type="checkbox"/> Regular work with skin irritants/ allergens |
| <input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels) | <input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| <input type="checkbox"/> Work requiring respirators or masks | <input type="checkbox"/> Work with vibrating tools/ machinery |
| <input type="checkbox"/> Work involving food handling | <input type="checkbox"/> Work with waste, refuse |
| <input type="checkbox"/> Potential exposure to blood or bodily fluids | <input type="checkbox"/> Face-to-face contact with members of the public |
| <input type="checkbox"/> Other (please specify): | |