

Job Summary

This is intended to be used as guidance for hiring a similar role to that outlined below. Please read through this and amend as necessary in collaboration with your council HR team.

Post Title	Performance Analyst	Pay Grade	£30,000 - £40,000
Service Area		Line Manager	
Location		Job Family	Technical
DBS Check Required?			

Section 1: Job Purpose and Job Context

Primary Purposes:

A performance analyst conducts analysis. In this role, you will develop performance measurement frameworks - Key Performance Indicators (KPIs), goals, user needs and benefits - and analyse the performance of a service or product against these, adapting your approach and framework appropriately and in line with any changes.

As part of this role, you will be responsible for monitoring and evaluating the impact of projects that are being delivered within your council.

Section 2: Main Responsibilities and Duties

A performance analyst has a strong understanding of a wide range of sources and analytical tools needed for the project they are working on.

- be responsible for the performance analysis in your given area
- help the project team measure and assess outcomes (for example, what good looks like and how it will be measured)
- help to plan and ensure project delivery
- find opportunities to share information with the project team, community colleagues and others
- work independently, but know to seek guidance when necessary
- be adaptable in applying analysis techniques to new contexts, especially when acting as the sole representative for performance analysts on a project

- create a performance measurement framework for a project with the wider team, including identifying reporting requirements, advising on procurement, implementation and validation of tools to deliver against these requirements
- be responsible for the accuracy and quality of data and analysis, and how they are used
- be engaged with, and actively contribute to, the performance analysis community:
- understand and help teams to apply a range of techniques to analyse data and provide insight
- be proactive and present compelling findings that inform wider decisions
- apply innovative approaches to resolve problems
- understand the appropriate media to communicate findings
- shape and share communications relevant to the audience
- give tactical recommendations
- participate in discussions determining which performance measurements are appropriate, with guidance from more experienced colleagues
- demonstrate experience in turning business needs and goals into performance measures
- understand how the needs of the team and product vary across the product life cycle
- ensure the team is measuring performance as appropriate for the relevant service standard phase

General service:

- Support and provide specialist input into other digital planning projects, sharing experience and knowledge with partner councils
- Allocate responsibilities to team members and assign packages of work as required, ensuring that work packages are aligned with the particular skills and abilities of the individuals.
- Work in the rhythms and rituals of a multidisciplinary project team, helping the team collaborate, communicate and learn throughout delivery.

Section 3: Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

[insert as appropriate here]

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Section 4: Knowledge, Skills and Experience (taken from role profile)	Job Specific Examples	Essential	Desirable
perform data preparation and cleansing with limited guidance		✓	
decide if data is accurate and fit for purpose		✓	
identify appropriate ways to collect, collate and prepare data		✓	
plan and look at data requirements in future phases		✓	
manage the delivery of services or products at different phases		✓	
participate in discussions determining which performance measurements are appropriate, with guidance from more experienced colleagues		✓	
lead the development of performance measurement frameworks including Key Performance Indicators (KPIs)		✓	
Use of Microsoft packages		✓	
Communicating and presenting work to a wide range of audiences.		✓	
Qualifications		Essential	Desirable
Educated to degree level or equivalent experience		✓	
Membership of a relevant professional body and/or a professional management qualification		✓	
Other Requirements		Essential	Desirable
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		✓	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.

END.