

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Performance Analyst	<b>Grade:</b> PO1-PO3
<b>Section:</b> Performance and Improvement	<b>Directorate:</b> Children Services
<b>Responsible to:</b> Performance Manager - Children	<b>Responsible for:</b> n/a
<b>Post Number/s:</b> RWA1073; RWA1072; RWA1084	<b>Date</b> April 2020

#### Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose:

To support and provide timely, accurate analysis and interpretation of qualitative and quantitative business intelligence necessary for the Directorate to make timely, relevant and strategic decisions for existing and future services and fully support national and local reporting requirements including the Department for Education, Ofsted Inspection regime and Safeguarding Boards.

#### Specific Duties and Responsibilities:

1. To use advanced technical skills to create and disseminate a wide range of reports for managers and staff to monitor and optimise performance. For example, SQL, Microsoft Access, Excel, and Power BI.
2. To support, complete and submit in an accurate and timely manner statutory returns, liaising with relevant outside bodies (e.g. Department for Education)

maintaining accurate, robust auditable records of performance data in line with Council policies and other governance requirements.

3. To provide managers with a suite of management information reports to an agreed timetable and respond promptly to managers' requests for additional information, reports and analysis.
4. To interpret performance information for the dissemination of relevant performance monitoring reports to Senior Management, Cabinet, Overview and Scrutiny, Safeguarding Boards and external Partners to enable effective decision making, highlighting areas that may cause risk to the organisation, and supporting managers to undertake appropriate actions to address them.
5. To advise and support managers on relevant matters affecting the service and specifically to advise on compliance for national statistical returns, new developments and initiatives in statutory reporting and performance standards and targets.
6. To promote data quality across the department, by such activities as writing exception reports, to maintain a high level of accuracy, working closely with social work teams to ensure compliance to collaborate with and provide evidence and audit trails for auditors.
7. To thoroughly understand the department's business processes and recording systems.
8. To provide supervision as required to assigned staff and take responsibility for the allocation and checking of work by staff.
9. To contribute as required to performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function.
10. To contribute as required to change programmes within the service
11. To contribute as required to the commissioning, market testing and contract management of services
12. To work as required in ways that develop good working relations and collaborative arrangements with internal and external stakeholders
13. To act as deputy to the Performance Manager as required and represent the team at internal or external meetings.

**Progression criteria:**

**PO2**

- Ability to lead areas of analysis and projects, with minimal levels of supervision.

- Anticipates pressure points and potential problems and takes appropriate action without having to be instructed on every occasion.

**PO3**

- Able to carry out the full range of duties with minimal supervision and demonstrating initiative.
- Develops a specialism and become the Councils’ lead expert in that field.
- Provides advice and supervision support to other members of the team as needed.
- Prepares reports for members and presents findings.
- Deputises for the Performance Manager as needed.

<b>PO1</b>	<b>PO2</b>	<b>PO3</b>
Attend meetings at all levels and feedback actions and decisions to the team.	Attend meetings at all levels, and contribute in meetings with social workers, team managers and service managers.	Attend and contribute in meetings at all levels, including with the Assistant Director and Director of Children’s Services.
Use advanced Excel skills to manipulate and analyse data from all sources, including nationally published data and research. Use basic SQL skills to extract data from Mosaic with simple queries. Use basic Power BI skills to visualise data from simple tables.	Use advanced Excel skills to automate the manipulation and analysis of data from all sources. Use intermediate SQL skills to extract data from Mosaic with more complex queries. Use intermediate Power BI skills to visualise data from multiple sources.	Lead on the use of advanced Excel skills to automate the manipulation and analysis of data from all sources. Use advanced SQL skills to extract data from Mosaic with complex queries. Use advanced Power BI skills to visualise data from multiple sources in interactive reports.
Support and contribute towards the accurate production of statutory returns.	Produce, complete and submit accurate statutory returns within timescales and liaise with outside bodies.	Produce, complete and submit accurate statutory returns within timescales, and liaise with outside bodies. Keep up to date with changes to statutory returns and communicate these to the team.
Provide information for key performance indicators and interpret information to support analysis reports.	Produce suite of management information reports and respond to requests. Produce analysis reports with support that highlight concerns and areas of strengths.	Lead on the production of a suite of management information reports and respond to requests. Produce analysis reports independently that highlight concerns and areas of strengths.
Conduct briefings and training sessions to actively promote data quality. Provide evidence and audit trails.	Produce and disseminate data quality reports and work with teams to ensure compliance. Provide evidence and audit trails.	Lead on the production of data quality reports and work with teams to ensure compliance. Provide evidence and audit trails.
Support other team members and check work.	Coach other team members and check work.	Provide supervision of other team members and take responsibility for allocation and checking of work.

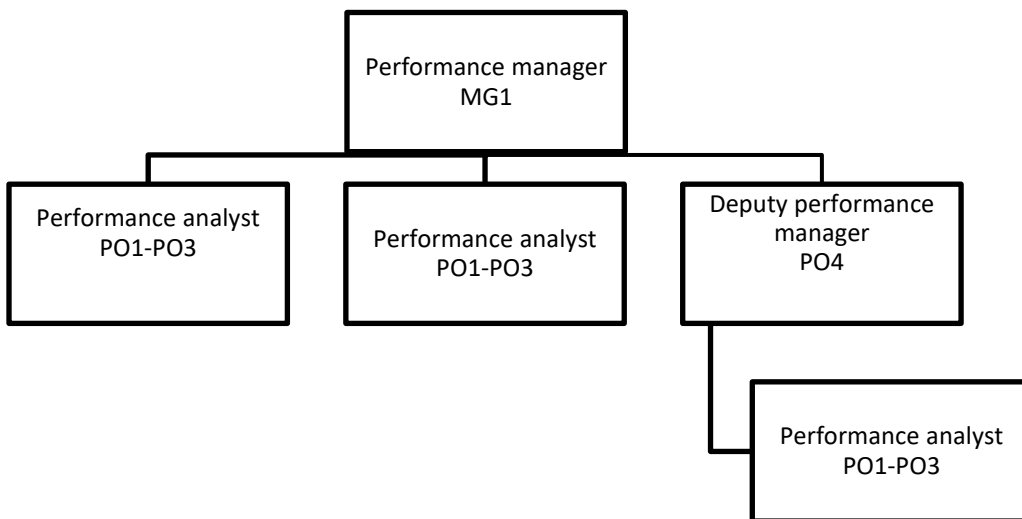
**Additional information**

N/A

**Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Team structure**



## Person Specification

<b>Job Title:</b> Performance Analyst	<b>Grade:</b> Link grade PO1-PO3
<b>Section:</b> Performance and Improvement	<b>Directorate:</b> Children Services
<b>Responsible to:</b> Performance Manager - Children	<b>Responsible for:</b> n/a
<b>Post Number/s:</b> RWA1073; RWA1072; RWA1084	<b>Date:</b> April 2020

### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Requirements	Assessed by A & I/ T/ C
<b>Knowledge</b>	
Knowledge of Children's social care information systems	A/I
Excellent knowledge of industry standard database reporting tools	A/I
An understanding of data security and confidentiality issues	A/I
<b>Experience</b>	
Experience of advanced database report writing and presenting data in appropriate formats	A/I
Experience of working at detailed level with large and complex datasets	A/I
Experience of using SQL or web based business intelligence systems and applications	A/I
<b>Skills</b>	
Significant IT literacy including MS Excel, Access, PowerPoint, Power BI, and relational database management such as SQL Server 2008	A/I
High level numerical and statistical skills	A/I

Ability to analyse and interpret detailed data and present reports to a range of audiences and contribute towards debate	A/I
Ability to communicate both orally and in writing to a high standard conveying highly complex or sensitive material	A/I
Ability to manage and constantly re-prioritize workloads to reflect changing organisational requirements	A/I
Proactive self-starter with the ability to work as part of a team and independently using own initiative	A/I
<b>Qualifications</b>	
Educated to degree level or equivalent or work experience demonstrating graduate level ability	A

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**