

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Delivery Unit Analyst	Grade: PO3
Section: Wandsworth Delivery Unit	Directorate: Change & Innovation
Responsible to following manager: Delivery Unit Partner	Responsible for following staff: N/A
Post Number/s:	Last review date: 3 June 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

The Delivery Unit Analyst is a critical role in the Wandsworth Delivery Unit. You will use your existing skills of bringing meaning to complex data to provide the Executive

Director of Change & Innovation, Chief Executive and Leader of the Council with the evidence to diagnose existing challenges to service delivery and formulate plans for improvement. You will be working alongside colleagues, building on the strength and skills across the organisation for future delivery. You will support Delivery Unit in taking an evidence-led approach that will put qualitative and quantitative data together to get to the heart of why service delivery needs to improve and will support the Delivery Unit in presenting the data to Executive leaders and Leader of the Council regularly to demonstrate progress on agreed improvement work.

Specific Duties and Responsibilities

- Work as part of the Delivery Unit team to investigate and resolve critical service and organisational issues through detailed analysis and problem-solving, often at the direct request of the Executive Director for Change and Innovation and Chief Executive.
- Support the Delivery Unit in translating the Chief Executive and Leaders strategic vision into measurable outcomes.
- Prepare stakeholder communications and briefings in collaboration with the Delivery Unit Partner on behalf of the Chief Executive.
- Undertake detailed analysis using various data sources to support the team's work and inform decision-making. Provide insights by translating complex qualitative and quantitative data into clear recommendations.
- Build and maintain strong relationships with stakeholders at all levels, including members, directors, and service areas.
- Support with governance administration tasks (e.g., briefings, agendas, minutes, actions) to ensure smooth operations and efficient follow-up.
- Develop, review and evaluate methodology to be applied as part of critical investigations to service or organisational issues.
- Support diagnostics by reviewing performance, financial data, risk information, and comparing with external benchmarks, while understanding stakeholder perspectives.
- Contribute to the creation of improvement plans with clear success criteria across short, medium, and long-term intervals, including quick fixes where applicable.
- Help embed innovative practices with clear goals to improve outcomes for service users.

- Support the delivery of improvements across departments and external partners, ensuring continuous learning and improvement.
- Regularly produce performance monitoring reports for the Leadership Team and Cabinet, highlighting key issues, trends, and improvements.
- Conduct demand and cost modelling to forecast trends and potential future scenarios, aiding the Council's strategic planning.
- Create clear, tailored outputs from research and analysis, including reports, presentations, briefing notes, infographics, and graphs for different audiences.
- Actively contribute to identifying areas for further investigation and support scoping of specific work packages.
- Actively collaborate with colleagues and contribute ideas regarding research, insight, intelligence, and performance.
- Assist in preparing research and insight reports for senior leadership and political meetings as required.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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 roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
An interest in the challenges facing Local Government and Partners, and the statutory and national policies, procedures and changes influencing the future provision of services	E		A/I
Experience	Essential	Desirable	Assessed
Sound experience of research and data analysis tools and techniques, collating and	E		A/I

analysing data from wide range of sources into clear, concise reports			
Experience of producing and presenting a range of clear research and analytical work such as presentations, written reports, briefing notes, infographics, maps, graphs, etc.	E		A/I
Experience of using best practice and customer and partner insight/views to influence strategies and plans, service improvement and new ways of delivering	E		A/I
Experience of using analytical and data visualisation software packages	E		A/I
Skills	Essential	Desirable	Assessed
Excellent ability to translate and analyse information, commentary and data into clear and concise points and reports, tailored to the audience.	E		A/I
Ability to work in a fast-paced, dynamic environment with multiple and competing priorities	E		A/I
Ability to work on own initiative with a proactive approach to all tasks, including an ability to plan ahead to ensure business objectives are met.	E		A/I
Ability to build effective, credible, working relationships internally and externally, building trust quickly, prioritising adding value to the organisation	E		A/I
Excellent verbal and written communication skills, tailoring styles to various stakeholders/audiences to ensure understanding and generate engagement	E		A/I
Very effective IT skills using Microsoft office packages such as Excel and PowerPoint	E		A/I
Qualifications	Essential	Desirable	Assessed
Educated to Degree level, holding a qualification in an analytical field or equivalent knowledge/experience.	E		A

A – Application form / CV

I – Interview

T – Test
C - Certificate

