

## JOB DESCRIPTION

**POST TITLE:** Performance & Impact Analyst

**GRADE:** 8

**DIVISION / UNIT:** Policy, Partnerships & Performance

**DEPARTMENT:** Strategy & Communities

**REPORTS TO:** Senior Business Intelligence Analyst

**PURPOSE OF THE JOB** (no bullet points, only 1-2 paragraphs)

- To harness the power of data, insights and intelligence-based decision making and collaborative working across Southwark Council through embedding a data-driven culture and acting as a conveyor of communities of practice to enable more effective and efficient ways of working, monitoring and continuous improvement of performance.
- To build tools and products to provide a suite of intelligence and performance data that enables informed decisions, targeting of resources and capacity via the tracking, measure and evaluation of performance data and their impact on delivery towards council priorities.

**PRINCIPAL ACCOUNTABILITIES** (Please only note max 12 accountabilities)

1. Working collaboratively to build consistent cross council data-driven culture within department and services, enabling the use of performance data to drive high quality insights of delivery, impact evaluation and decision-making by council services.
2. Work with colleagues to support performance management framework as part of Southwark Futures programme to drive improvement to the quality of performance data from relevant council services and the achievement of relevant council priority outcomes
3. Work closely with IT to analyse, develop and improve a long term data system solution to deliver simple, consistent council wide corporate performance data collection and presentation
4. Assist the curation of a community of practice within services and departments around innovative performance data capture, use, and evaluation; ensuring they are inspired to work collaboratively, transparently and share knowledge
5. Work in partnership towards clear, shared objectives to tackle complex problems
6. Support key strategic projects, priorities and areas for service improvement to develop, embed, monitor and report on their performance at a service and a corporate level
7. Help to monitor corporate performance and support the performance cycle reporting
8. Facilitate collection of council wide evidence-base and performance data for strategy and policy development, including innovative design, implementation and adoption of modern analytics methods in the team and across the Council in order to address current data and analytical needs
9. Assist the design and implementation of processes and controls to drive improvement in the quality of data for analysis and reporting
10. Develop relationships to ensure the function stays up to speed with latest thinking in data use
11. Ensure that data is handled according to the principles and requirements of the Data Protection Act 2018

## **JOB CONTEXT / REPORTING to :**

The Policy, Partnerships and Performance service brings together the teams which drives and promote coherent corporate strategy, policy and plan development aligned to council priorities, business intelligence and performance data that enables transparency and continuous improvements through building of evidence-base and external lens, and strategic partnerships management that co-ordinates, aligns and embeds Southwark's strong organisational, place and political leadership through common partnership goals.

The Business Intelligence & Performance team harness data analytics and evidence-base to ensure that the council has the necessary suite of intelligence and performance data to enable informed decisions, track performance, target resources and capacity, and continuous improvement of decision-making and impact.

### **Reporting:**

The post holder may have line management responsibility.

### **Financial responsibilities:**

### **Conditions of Service:**

1. Must be able and willing to work outside normal office hours as required, such as evening meetings, but this will be subject to agreement, where possible.
2. This post is politically restricted under the Local Government and Housing Act 1989

## **Grade/Conditions of Service**

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

## PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

|   | Essential (E) | How assessed (S/ I/ T) |
|---|---------------|------------------------|
| <b>Knowledge, including educational qualifications:</b>   |               |                        |
| Knowledge and successful experience of working with other to introduce new data concepts and methods, including data modelling and data dashboards  | E             | S/I                    |
| Thorough understanding of the requirements of GDPR and the Data Protection Act 2018, with ability to lead, design and implement processes to ensure compliance  | E             | I                      |
| Educated to degree level or equivalent standard in information technology-related qualification   | E             | S                      |
| <b>Experience:</b>  |               |                        |
| Experience of working within a team around the use of performance data, ideally in a local government setting   | E             | S/I                    |
| Experience in working collaboratively to join-up data systems and data management; extract, load, and transforming data for performance cycle reporting purposes, preferably in a Local Government context                      | E             | I                      |
| Experience in developing performance metrics and benchmarking data  | E             | I                      |
| Experience of engaging with a variety of senior stakeholders and team members to drive product, projects and team tasks through to completion, with the ability to work under pressure, and encourage others, to meet deadlines | E             | S/I                    |
| Experience of supporting more junior members of staff   | E             | I                      |
| Experience of supporting the implementation of data-driven performance systems  | E             | S/I                    |
| <b>Aptitudes, Skills &amp; Competencies:</b>  |               |                        |
| Good communication skills - able to translate concepts and data and analysis into clear, accessible and actionable information for non-technical audiences to build a common understanding                                      | E             | S/I                    |

|  |   |   |
|--|---|---|
| around performance and community of practice around data collection  |   |   |
| Strong research, information and data gathering skills in a methodological way   | E | I |
| Influencing skills with a critical and analytical approach to problem solving  | E | I |
| Experienced in using data to drive change and process improvements   | E | I |
| Ability to think analytically and politically astute   | E | I |
| Advanced Excel knowledge and experience around data extraction and manipulation  | E | I |
| Excellent team working, with the ability to mobilise resources effectively and motivate others to deliver on objectives. | E | I |
| <b>Special Conditions of Recruitment:</b>  |   |   |
| Comply with and promote the Council's Equal opportunities policy.  |   |   |

**Key:**

|          |           |          |                        |
|----------|-----------|----------|------------------------|
| <b>E</b> | Essential | <b>S</b> | Shortlisting criteria  |
|          |           | <b>I</b> | Evaluated at interview |
|          |           | <b>T</b> | Subject to test        |