

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Performance Analyst	Grade:	PO3
Reports to (Designation):	Performance Lead	Grade:	
Directorate:	Corporate Resources	Section:	IT & Digital

Main Purpose of the job:

- Identify, collect, process, interpret and visualise performance information from a range of diverse sources to enable improved operational and strategic decision-making.
 - Utilise innovative approaches to displaying performance information in a way that is easy to interpret by management, operational staff and residents.
 - Work in partnership with service managers, staff and other stakeholders to promote and develop a co-ordinated approach to performance management.
 - Devise reports and analyse information in order to comply with statutory and non-statutory performance reporting needs.
 - Devise performance frameworks and analytical insight to track the impact and outcomes of service delivery on residents.
 - Liaise with partners to ensure information management and governance arrangements are sound and to ensure data quality standards are established, maintained and regularly tested.
 - Provide support as directed to facilitate the activities and functions of the team.
-

Summary of Responsibilities and Personal Duties:

The Performance Analyst will:

- Assist as necessary in the development and roll-out of new performance management frameworks or indicators across the Council and Directorates.
- Assist in the design, development, implementation and administration of the management information systems for the Council, which will deliver useful information and analysis for use by members, management, staff and residents.
- Keep up to date and well informed of the statutory performance management frameworks relevant to services across the Council.
- Provide performance information and assist the Chief Executive, Executive Director, Heads of Service and operational managers in interpreting and engaging with data and performance management.
- Innovate in the presentation of data through techniques such as info-graphics and geo-mapping.
- Devise reports and analyse information in order to comply with statutory and non-statutory performance reporting.

- Hold or develop expertise and be responsible for the administration and data quality in one or more management information systems in use in the Council.
- Comply with Information Governance requirements as the post holder will be handling sensitive information on a daily basis for thousands of children, young people and vulnerable adults.
- Deliver training to colleagues across directorates on how to use, understand and analysis performance data, management reports and systems that colleagues and managers will access.
- Be responsible for the collection, collation, verification and analysis of data to support operational and strategic decision making at all levels in the Council. To research, prepare and present reports on the above where required
- Take a lead role in the development, management and reporting from performance management systems. This will include utilising new technological developments to more efficiently and effective capture and report on information.
- Support in the interpretation of central government, council, Ofsted, CQC and other statutory authorities requirements/ guidance/ legislation in relation to statistical and management information and relevant policy changes.
- Lead on developing new and creative ways to report quantitative and qualitative information and identifying causal links between service delivery and outcomes.
- Assist and contribute analysis of relevant data to shape and underpin service reviews and re-designs in order to deliver savings and to improve outcomes for residents.
- Develop and improve methods of presenting and distributing management information to service units including visual presentations and using a wide range of software.

Internal Contacts: This will include Members, Chief Executive, Executive Directors, Heads of Service other Service Group Managers and all staff across the organisation

External Contacts: This will include other Public Sector Organisations, e.g. Local Trusts, CCG, Government Departments, for example the Home Office, DfE, DWP, Cabinet Office, DCLG. Voluntary Sector Organisations

As a Lewisham Officer you will:

- Be responsible for professional advice and support in the service area to deliver in partnership with others the councils vision, values and ways of working.
- Ensure the delivery of identified service objectives and continuous improvement of service targets.
- Ensure performance and quality improvement through supporting and nurturing others to lead and manage innovative approaches to achieving results.
- Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.
- Carry out these and any other duties within the scope of the post flexibly and with full regard to the confidential nature of the post.
- All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

- All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.
- Assist in carrying out the Council's environmental policy within the day to day activities of the post.
- Undertake other duties, commensurate with the grade, as may reasonably be required.
- To carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.
- All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Consideration will be given to making reasonable adjustments for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: N/A

Title:	Grade	No of posts
--------	-------	-------------

Number of partially managed staff: N/A

Title:	Grade	No of posts
--------	-------	-------------

PERSON SPECIFICATION

JOB TITLE: Performance Analyst

POST NO: tbc

DEPARTMENT: Corporate Resources

GRADE: PO3

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community
Understanding of how equality and diversity relates to this post

S
S

Knowledge, Aptitude & Skills

(Skills can only be used as shortlisting criteria if the skill is to be tested)

(To Be Tested – S)

- Knowledge of current issues facing local government and in particular the national agenda in relation to performance improvement.
- Making an effective contribution to the performance management of a large organisation including innovating in use of data and its presentation to senior management
- Excellent technical skills, with a particular emphasis on analytical, statistical and modelling techniques allied with the ability to interrogate large databases efficiently.
- Strong numeracy skills, experienced at data manipulation and highly analytical.
- Ability to develop management information reports to meet the needs of various client groups – statutory, corporate, senior management and operational.
- Comprehensive range of advanced ICT skills particularly in the use of relational databases, spreadsheets and the automation of reporting from MIS.
- Good written and oral communication skills.
- Ability to work in partnership with a range of local and national bodies to further the Council's objectives.
- Knowledge and experience of developing data visualisations using Geo-Mapping software, D3, PowerBI.
- Able to establish positive relationships with Senior Officers and partners that generate mutual confidence and respect.
- Able to influence and negotiate effectively with external partners and agencies and other LA's.

Experience

- Experience in collating, quality assurance, manipulating and reporting on data for senior management.
- Designing and successfully implementing a performance management framework into a service with little history of performance management.

- Experience of using advanced database tools to manipulate data such as MS SQL and Business Objects or similar applications.
- Experience of using BI tools to create dashboards and reports such as PowerBI, Python, Advanced Excel or similar.
- Experience and knowledge of how to successfully quality assure data.
- Presenting large datasets in a variety of formats whilst addressing the information needs of a variety of audiences.
- Writing and delivering reports for formal bodies such as Council committees and partnership groups.
- Undertaking research of various kinds including of a statistical nature and to prepare coherent reports and briefings based on findings.

General Education

Educated to degree level or relevant experience in related field such as Computer Science, Mathematics/Statistics or Business Intelligence.

Personal Qualities

Candidates are expected to adhere to Lewisham's values

Circumstances

N/A

DBS Disclosure Required? **No** ☒ **Basic** ☐ **Enhanced** ☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post