

## ***Job Description***

<b>Post title</b>	Performance and Data Analyst	<b>Grade</b>	E
<b>Department</b>	Operations - Neighbourhood Services, Environment	<b>Post ref</b>	AWE2020

### **Overall job purpose**

To work as part of the Neighbourhood Services Department to support business improvement of the Waste Management and Environmental Software and other IT packages, to maximise the daily effectiveness and efficiency of the service operation.

To lead the provision of high-quality, analysis of performance and productivity, producing information and data to enable the service to understand operational effectiveness and efficiency.

To proactively promote better use of information and knowledge to deliver evidence-based decision making.

To ensure effective intelligence and analysis is co-ordinated and shared across Neighbourhood Services.

### **Reporting relationships**

**Reports to:** Assistant Director Neighbourhoods

**Responsible for:** N / A

### **Key tasks and responsibilities – post specific**

Oversee and lead the production of high standard operational statistical, research and performance analysis.

Develop, maintain and manage a dynamic operational knowledge base that can be easily accessed and used by Neighbourhood Services and the Council to shape decisions at strategic and operational levels about the ways services are provided. This will involve:

- Provide oversight and development of the existing operational Whitespace system or similar operational systems used by the services, ensuring staff familiarisation and competence in the use of systems and related data.
- Bringing together data and information to produce value adding insight that will help targeting of resources.
- Proactively developing effective working relationships with partners and other areas of the organisation to facilitate data sharing and work with services to promote effective information and data sharing.
- Supporting the services to use data and evidence effectively to plan services and make service improvements and decisions.
- Evaluating the significance, reliability and validity of new and emerging data.
- Ensuring that gaps in data are identified, and the need for data is assessed and prioritised accordingly to support service changes and implementation.

Take responsibility for upholding good practice in data management, data use and data sharing. This will include understanding and implementing data sharing protocols, understanding legal barriers to data sharing, and ensuring sensitive data is managed correctly.
Use a range of analytical tools and statistical modelling to interrogate data and turn this into useful intelligence and evidence for use by managers, disseminating research findings in a useful format to relevant stakeholders across the Council, and developing relationships with researchers at partner organisations.
Develop, maintain and manage operational business system improvements, liaising with the supplier and managers to effectively attain continuous improvements in operational service and training.
Produce analysis of data that identifies trends, supports problem solving, and makes links between complex cross-cutting issues, being responsible for leading on Whitespace (or similar system) utilisation to drive changes and customer improvements.
Lead on the collation and analysis of operational service data, including benchmarking.
Provide a responsive research and analytical support service for managers, responding to ad hoc requests for extracting, reshaping, formatting and presentation of data as appropriate, and supporting system users with interrogating datasets, creating maps and downloading documents.
Analyse data using statistical modelling, geographical mapping and other techniques; interpreting quantitative and qualitative information for service managers and others e.g. through identification of hotspots and trends, and present findings using tables, charts and maps as appropriate in reports and other formats.
Support the wider Neighbourhoods Services in relation to data architecture, liaising with Digital colleagues, drafting frameworks and policies, and ensuring that data are managed properly and meet business needs.
Support the directorate to effectively prioritise by producing well evidenced reports to inform decisions in relation to allocation and targeting of resources.
Promote better use of intelligence and data analysis to deliver evidenced based decision-making.
To undertake Asset mapping of various data sources in support of Neighbourhoods Transformation projects.

<b>Key tasks and responsibilities – corporate</b>
Operate according to the Council's corporate values and codes of behaviour.
Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

### **Employee signature**

*This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.*

**Employee signature:**

**Date:**