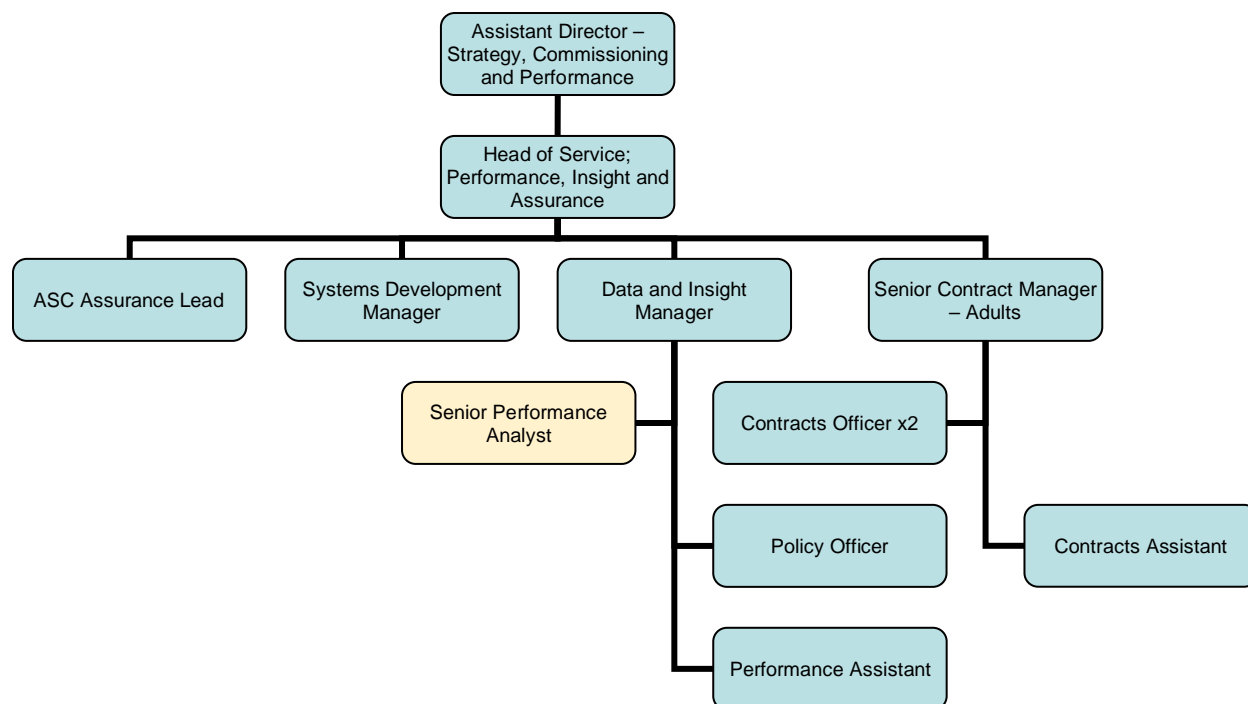
 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
			<Insert the post number>
Job Title	Senior Performance Analyst		
Service	Adult Social Care and Health	Team	Strategy, Commissioning and Performance
Location	Shute End/Hybrid Working		
Reports to	Data and Insight Manager		
Responsible for	Not applicable		
Grade	Type of position:		Date
	Permanent Full Time		August 2022
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
<u>Service Purpose</u>			
<p>The Adult Social Care Strategy, Commissioning and Performance Service supports the delivery of efficient and effective services that enable the department to deliver against our Adult Social Care strategy and wider corporate delivery plan. Helping to move Adult Social Care forward ensuring that we have the right mix, capacity and quality of services and support arrangements to enable people to be as independent as we know they wish to be.</p>			
<u>Purpose of the role</u>			
<p>To support the Data and Insight Manager in the delivery of a robust performance management framework for Adult Social care.</p> <p>To provide regular, accurate and valuable performance management information and analysis to enhance insight and improve decision making.</p> <p>To integrate analytics with qualitative data, including survey feedback and research, turning complex information into compelling, clear and actionable narratives.</p>			
<u>Main Accountabilities</u>			
1	To take responsibility for supporting and collaborating with the Data and Insight Manager in the delivery of a robust performance management framework for Adult Social care, acting as their		
2	Lead the Performance Assistant to provide regular and accurate performance management information to enhance insight and improve decision making within the service. Provide a coaching and mentoring role, taking responsibility for the direction and quality of their work.		

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3	Partner with leads across Adult Services functions to design and support the development of a strong performance framework to maximum impact.
4	To provide regular, accurate and valuable performance management information and analysis to enhance insight and improve decision making.
5	To integrate analytics with qualitative data, including survey feedback and research, turning complex information into compelling, clear and actionable narratives.
6	To produce monthly Leadership and Senior Management Team reports and internal monitoring reports and dashboards.
7	Partner with the reporting and system development teams to scope and create data structures and visualisations to support the production of robust reporting as required by the Council
8	Ensure that outputs meet high standards of timeliness, accuracy, and presentation, including appropriate analytical content.
9	Take a pro-active approach to identifying patterns and areas requiring further attention in data sets and distilling actionable information for operational managers.
10	Build close working relationships with operational staff and develop detailed knowledge of the analytical requirements of the directorate.
11	Effectively and clearly communicate technical findings and recommendations to both technical and non-technical stakeholders, shaping documentation, reports, and dashboards to support the dissemination of research, analysis and insights.
12	Act as the key point of contact and subject matter expert for Adult Services data.
13	Supply local data for inclusion in regular benchmarking performance returns and represent the organisation at performance benchmarking and networking events.
14	Take responsibility for the provision of ad-hoc information and performance requests related to Adult Services received from internal and external colleagues, partners, other Local Authorities and members of the public via Freedom of Information requests.
15	Address complex problems the service is trying to solve through scoping solutions, determining appropriate and innovative qualitative and/or quantitative methods and applying these.
16	Proactively measure, monitor and analyse performance of national, as well as local key performance indicators, identifying best practice relevant to the service and develop proposals for improvement as appropriate.
17	Actively support the system development and reporting function to deliver all statutory returns for the service, including data validation exercises and the collation of information for internal governance processes and to gain a greater understanding of service performance from further analysis and Key Performance Indicator reporting.
18	Use the most appropriate medium to visualise data.

19	Support the development of performance measurement frameworks including key performance indicators (KPIs) for Adult Social Care.
20	Take responsibility and ownership for the accuracy and quality of data analysis and how they are applied and utilised.
21	Undertake such other duties as may be reasonably required from time to time as are consistent with the responsibility and scale of the post.
22	Adhere to the council's policies and procedures and promote a commitment to customer care, inclusion and equal opportunities, treating all colleagues and customers with dignity and respect.
23	To support a culture of strategic thinking and transformational commissioning that delivers best value and improved outcomes for local residents. To model the Council's values, holding yourself and others accountable, and translate organisational objectives into actionable items that inspire others to behave and operate at their best.
Supervision Received	4 - Weekly with the Data and Insight Manager.
Supervision Given	Not applicable.
Contacts & Working Relationships	Supporting, challenging, influencing and negotiating with managers and colleagues at all levels across the Council, especially ASC operational teams. External partners, mainly Berkshire Healthcare Foundation Trust colleagues to source and share information, and counterparts with other Local Authorities, for benchmarking and collaborative working purposes.
Management of resources or budget	No direct budget management.

Organisation Chart



Person Specification	
Qualifications	
Essential	Desirable
Relevant qualifications or experience, demonstrating that level of applied knowledge in data management and analytical techniques.	
Evidence of continuous personal and professional development.	
Technical Skills	
Essential	Desirable
Proficient IT skills including office software such as Microsoft Word, Outlook, Visio, PowerPoint and Excel.	Data analysis, visualisation or querying tools (e.g. Power BI, VBA).
High level of numeracy, including good knowledge of statistical methods and techniques.	GIS Mapping.
	SQL
Knowledge, Skills and Abilities	
Essential	Desirable
Well-developed written and verbal communication skills with an ability to articulate strategic thinking.	
Effective presentation skills and the ability to engage an audience.	
Effective strategy and report writing skills, able to make recommendations for decision making.	
Excellent attention to detail.	
Ability to actively listen in order to extract and assess the important information, ask pertinent questions in order to seek clarification.	
Excellent literacy and numeracy skills in order to analyse complex and varied data and information, to understand and interpret findings and present results of analysis in the most appropriate and useable format.	
The ability to take a proactive and flexible approach to emerging requirements.	
Knowledge of performance management and monitoring frameworks and an ability to use these in a local government setting.	
Well-developed working knowledge of the political landscape, legislative frameworks, and regional and national drivers surrounding Adult Services.	

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Experience	
Essential	Desirable
Demonstrable practical experience in undertaking complex data analysis which contributes to the development of strategic plans and policies.	Experience of working in a matrix management environment, where cross-team and cross-organisation working are essential.
Experience of negotiating and influencing with external stakeholders in order to deliver strategic outcomes.	
Experience of providing professional and accurate advice to a range of senior staff and partner organisations which impacts on the business.	
Experience of writing effective briefings and strategic documents.	
Experience of information and data management and development in the public sector.	
Experience of identifying, developing and delivery of opportunities for improving the service.	
Experience of delivering projects to achieve strategic goals and service improvements with evidence of success in achieving targets and managing performance.	
Experience balancing multiple priorities, problem solving and dealing with ambiguity.	
Experience of cleaning and organising data.	
Experience of knowledge sharing/training colleagues on performance management processes and data analysis.	

Completed by:	Wesley Hedger	
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