

Job Description

Service:	Corporate Transformation, Insight and Performance
Job title:	Insight and Performance Analyst
Grade:	Grade E
Hours of work:	37 hours a week
Responsible to:	Insight and Performance Team Lead
Responsible for	
Direct reports:	None
Indirect reports:	None
Budget:	None

Purpose of Post:

To provide efficient and effective coordination of the Insight and Performance Reports and the standardisation of business processes as regards to insight and performance reporting in a secure and compliant environment. This will support a high performing organisation.

The postholder will work closely with the performance and data co-ordinators and transformation team to support services to review operational/performance data to establish service-level reports, to provide timely and actionable insights to assist in the development and transformation of the services and organisation as a whole.

In addition to the above, the role includes:

- Collection and presentation of information from services within regular reports to support the Council's strategic planning management.
- Presentation of Data in charts and graphs, developing and maintaining the data reporting pipeline; providing accurate and timely information to decision makers.
- Supporting the collection and delivery of the Performance metrics with the Performance Coordinator in Monthly, Quarterly, Biannual and Annual reporting.
- Develop actionable reports that support data-driven decision making by the various Services and Senior Leadership Team

Key Deliverables:

- Preparation of Insights reports on an ad-hoc basis
- Support in strategic decisions by providing evidence to Service Leaders and SLT
- Support the Performance Coordinator in the delivery of Service Plans each year
- Support in the review process for Service Performance Indicators by providing evidence for potential changes
- Research and collection of Unit Costing metrics for comparisons, presenting these to inform performance and strategic decisions.
- Provide timely evidence for the Devolution Process and any other statutory government reorganisation
- Develop service insights and analytics reporting to identify opportunities for improvement.
- Analyse data to identify trends and develop actionable insights to drive business objectives.
- Design and deliver customized insights reports and presentations for internal stakeholders.
- Collaborate with internal teams to develop insights, market research, and customer segmentation strategies.
- Utilise market research to identify customer needs and recommend strategies for improvement.
- Monitor trends and behaviours to inform service initiatives.
- Support in geodemographic segmentation models to measure and improve service delivery and the effectiveness of business decisions.
- Develop customer surveys and conduct focus groups to gather customer feedback.
- Analyse key performance indicators changes and support services with intervention measures
- Work with cross-functional teams to ensure service insights are leveraged in decision making processes.
- Work with Communications department to ensure that business aims are communicated internally and externally, that success measures are reflected, and provide timely insights that support the outcomes and priorities of the business.
- To use information technology software to provide accurate, timely and informative reports that support of decision making.
- To undertake any other duties appropriate to the post.
- To work in accordance with Huntingdonshire District Council's employees policy and procedures.

<p>Knowledge and Qualifications</p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>(E) Essential (D) Desirable</p>	<p>Degree or equivalent experience in Statistical field (D)</p> <p>Knowledge of fundamental statistics and presenting data in a pictorial/graphical format (E)</p> <p>Current data analysis qualification (D). Evidence of continuous professional development (E)</p> <p>Good knowledge of the requirements for handling sensitive data and information (E) Data protection/security training including GDPR (D)</p> <p>Project/report writing (D)</p> <p>Knowledge of project management principles (D)</p> <p>Knowledge and/or experience of Public/Voluntary Sector (D)</p>
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<p>Experience</p> <p>Experience the person would need to do the job (E) Essential (D) Desirable</p>	<p>Experience with statistical analysis and a related software (R, SPSS, Python etc) (E)</p> <p>Experience with reporting tools such as Power BI (E)</p> <p>Experience of identifying and gathering data to be consolidated and analysed (E)</p> <p>Experience of utilising data to provide recommendations, visualisation and/or improvements (E)</p> <p>Experience of working in a busy professional services environment, with a strong track record of managing workloads (E).</p> <p>An understanding of the range of services that the Council operates (E)</p> <p>A proven track record of building effective, productive, and relevant working relationships, both internally</p>
	<p>and externally, with a diverse range of stakeholders (E).</p> <p>Writing and delivering performance reports to support organisational decision making (D)</p> <p>Experience in working in programmes and projects (D)</p>

<p>Skills and Abilities</p> <p>Specific skills the applicant would need to do the job (E) Essential (D) Desirable</p>	<p>Strong Microsoft Office, MS Project proficiency</p> <p>Power BI (will be an advantage)</p> <p>A mature understanding of data; how to find, use and present data</p> <p>Strong numeracy skills, accurate data entry and excellent attention to detail</p> <p>Strong knowledge of data systems to present data as information to enable conclusions and decisions. Excel (E), Power Bi and any performance management software (D)</p> <p>Good analytical skills, able to see trends and highlight changes requiring review and decision.</p> <p>Good written and verbal communication skills able to encourage response, participation and present conclusions</p> <p>Ability to work on your own initiative as well as in collaboration with colleagues</p> <p>Confidence to challenge in a constructive manner</p> <p>Ability to work flexibly as part of a team</p> <p>A positive approach to learning and development</p> <p>Good time management and prioritisation skills, able to plan and coordinate their own work and others to deadlines.</p>
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<p>Decision Making and Impact on Others</p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<p>Recommendations that will affect the scope and delivery of the Council's projects and programmes</p> <p>Considering relevant data when making evidence-based decisions</p> <p>Promotes and demonstrates continual improvement</p> <p>Generates new ideas and creative solutions</p> <p>Shares innovative practice with others</p> <p>Considers diversity issues when making decisions and proposals</p>
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<p>Predominantly external customers – high visibility with members of the public</p> <p>Where is the focus of this role in their team, other teams or across the council</p> <p>Internal customer contact 80 %</p> <p>External customer contact 20 %</p>

Personal Attributes and Other Requirements

In this section please list any other qualities you are looking for from the applicant (E) Essential
(D) Desirable

Planning and organising

Identifies required tasks in a timely and can manage upcoming capacity

Establishes clear actions and timeframes with deadlines and milestones

Ensures the effective and efficient use of time and resources

Creates contingency plans to enable them to deal with factors that might interfere significantly with their plan


Flexibility

Is prepared to adapt their approach to overcome obstacles

Responds constructively to a change in agenda or priorities

Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation

Re-prioritises appropriately when faced with a change in requirements

<p>HDC values</p>  <p>icare</p>	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.