

# ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

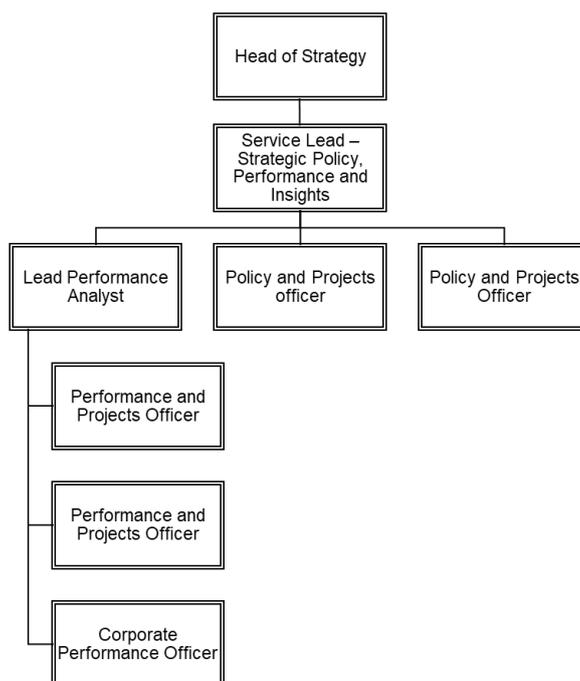
## Job Accountabilities

<b>Job Title:</b> Performance and Projects Officer	<b>Job number:</b> WM0585
<b>Service Area:</b> Strategy	<b>Team:</b> Strategy, Policy and Performance

### JOB PURPOSE

- To support the strengthening of performance management across the organisation, embedding a culture where data is used in a timely and effective manner, to assess performance, identify emerging issues and delivery challenges, and to deepen understanding of customer need.
- To ensure that the public, Elected Members and Senior Management are able to review and assess performance across the Council, including progress against the delivery of the new Corporate Plan goals, key transformation programmes, and ongoing service delivery.
- To generate new and useful user insights and analysis that will support service managers to continuously improve their services. To support the co-ordination of performance management, data quality procedures and business planning processes across the council.
- To work closely with particular service areas to strengthen their use of performance data; building trust and credibility, and providing a support and challenge function.

### POSITION WITHIN SERVICE STRUCTURE



### JOB ACCOUNTABILITIES

#### Service delivery accountabilities

- Use large and varied datasets to tackle complex business problems that often span a range of services or departments.
- Produce accurate, engaging and actionable analysis of data to provide insight into user behaviour and needs.
- Interpret data sources and present findings clearly, including creating visualisations and analysis summaries, tailored to the specific audience.

- Provide recommendations for action based on user data in easily understandable and engaging ways, such as dashboards and other visualisations to inform decision making.
- Manage performance improvement initiatives and needs analysis work across the council, including consultation and engagement, and equality and access.
- Play a lead role in bespoke projects, according to interest and business need, including gathering new evidence on priority policy issues, and exploring and analysing barriers to effective delivery.
- Lead on the timely and accurate collection and submission of statutory data returns as required, including working closely with services to identify and resolve data quality issues.
- Support the production, review and ongoing monitoring of plans, as required.
- Support the co-ordination of performance management, quality assurance and business planning processes across the council to drive service improvements.

**Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook, these include:**

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- CREATE- our corporate behaviours
- Budget management
- Specific responsibilities for managers.

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

Key Criteria	Essential	Desirable	How assessed
Qualifications and training	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent in a numerate discipline or computer science or equivalent subject which demonstrates core analytical skills or extensive equivalent experience in a relevant field.</li> <li>• Continuing professional development.</li> </ul>		Application
Job Competence summary (knowledge, skills, abilities, experience)	<ul style="list-style-type: none"> <li>• Practical experience of using data analysis tools to transform and analyse different data sets.</li> <li>• Experience of finding, matching, and combining large, complex data sets into a form that can be used to answer a specific question, while preserving the underlying information.</li> <li>• Experience of analysing and interpreting very varied and highly complex information.</li> <li>• Experience of sharing analytical insight with stakeholders with various levels of analytical expertise and at all levels of seniority</li> <li>• Good attention to detail and competent in the use of large data sources and data analytics packages to manipulate, interrogate and present information in the form of reports, charts and other visualisations</li> <li>• Understanding the importance of data quality and how this may affect analytical findings.</li> <li>• Demonstrable ability to confidently present complex/sensitive information in an understandable way.</li> <li>• Demonstrable ability to</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using digital analytics APIs to access open source datasets using a variety of tools (e.g. google analytics, web scraping etc.).</li> </ul>	Application Interview Assessment

Key Criteria	Essential	Desirable	How assessed
	<p>manage own workload within clear guidelines and regularly use initiative to make decisions, referring to more senior officers for advice.</p> <ul style="list-style-type: none"> <li>• The ability to work effectively under pressure, manage conflicting priorities and deadlines and regularly use initiative to make decisions.</li> <li>• Proven ability to build relationships, work as part of a team and engage collaboratively with stakeholders working to build consensus whilst sharing key findings based on data.</li> </ul>		
Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)	None		Interview
Politically restricted post	No		