



**Brighter
Futures for
Children**

brighterfuturesforchildren.org

**Assistant Performance Analyst
Performance Analyst
Senior Performance Analyst
Performance and Data Lead**

Job Description & Person Spec

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Job Information

Post Title	<ul style="list-style-type: none"> Assistant Performance Analyst -> Performance Analyst -> Senior Performance Analyst -> Performance and Data Lead (Career graded post)
Reports to:	<ul style="list-style-type: none"> Assistant Performance Analyst -> Performance Analyst -> Senior Performance Analyst -> Performance and Data Lead
Grade and Salary:	<ul style="list-style-type: none"> Assistant: RG4 (scp 10-22). Career graded progression to: Performance Analyst RG5 (scp 22-28): Senior Performance Analyst RG6 (scp 28-33) Performance and Data Lead RG7 (scp 33-39)
Location	<ul style="list-style-type: none"> Civic Centre, Reading
Conditions:	<ul style="list-style-type: none"> NJC

Job Purpose

Brighter Futures for Children is improving outcomes for Reading's children, young people and families.

We are an independent, not-for-profit-company, wholly owned by Reading Borough Council. Our responsibility is to deliver quality children's services, early help, education and Special Educational Needs and Disabilities (SEND) services in the borough.

To support and promote the understanding of a comprehensive and customer focused performance management service for Children, Education and Early Help Services

- To produce clear, accurate, and relevant performance and business information for management monitoring purposes and to enable completion of Government statutory returns.
- To support, advise on and carry out consultation and research projects at appropriate level according to role responsibility.
- To support service reviews, inspections and to work with all sections of the directorate on developing specific projects around performance management as required.
- To work with staff at individual, team and service level to improve data quality and integrity including providing training on appropriate ICT systems.

Designation of Post within Company Structure



1. Your role

ALL Levels

- To proactively promote the accurate, timely collection and use of performance data.
- To assist with the development and maintenance of relevant Directorate's performance monitoring and ICT information systems.
- To collate and validate, via data integrity checks and audits, information from a variety of ICT and manual systems.
- To prepare, analyse and present performance management information/reports in charts and tables so that it can be easily understood by non-specialist audiences as required.
- To assist in the production of specific information for a particular area or client group and work on specific projects in liaison with other sections of the directorate as required.
- To participate in regular liaison meetings with operational staff and managers to;
 - Identify barriers to the collation, input and use of data
 - Present performance management information and enable them to make use of it.
- To work with and ensure that operational staff have an understanding of the link between ICT information systems, the information in them and performance monitoring.
- To work with operational staff to improve and maintain data recording and integrity to ensure data quality and to maximise performance. This includes training staff on the appropriate ICT system.
- To assist in supporting service reviews as well as internal and external performance inspection programmes.
- To have an adaptable/flexible approach to colleagues when providing support and requesting information.

- To assist in process mapping exercises to improve the efficiency of services.
- To contribute to the development of management information and research including customer and quality assurance monitoring.
- To ensure that the Council's policies and procedures are applied correctly and fairly and that the public and colleagues are treated in accordance with the Council's equal opportunity policy and fair treatment statement.
- To ensure adherence to Health and Safety regulations and complete Health and Safety Responsibility level
- To ensure adherence to the Data Protection Act (1998) requirements

At Assistant Performance Analyst level (RG4 to gateway) all the above plus

- Work with operational staff to improve and maintain data recording and integrity by:
- Carrying out regular data integrity checks,
- Assist with housekeeping and cleansing of the client databases
- Identify issues that arise from data quality monitoring and create easy user guides
- Provide a support to any workers by being superusers of the system
- Train new and existing staff on the appropriate ICT system, either on a one to one basis or in a group
- Maintain an accurate record of all training provided and attended
- Collate and maintain data from different systems, including paper records, to reflect the work of the operational teams and to feed into monthly performance monitoring reports for managers and statistical returns.

To progress through gateway within RG4 officers must be able to demonstrate skills, knowledge and ability to do the following:

- To be responsible for publishing agreed performance information on the Intranet.
- To lead on preparing and presenting data cleansing reports at Performance Quality Groups and advising on actions needed to improve data quality.
- Ability to manipulate data extracted from the ICT systems for presentation to a variety of audiences following simple analysis of the data.
- To lead and manage small projects to an action plan, within deadlines ensuring that all parties are informed and involved with the process.

To progress to Performance Analyst (RG5 to gateway), officers must be able to demonstrate skills, knowledge and ability to do the following:

All of the above plus

- Collate and validate information from a variety of ICT and manual systems in order to complete, gain approval for and submit regular statutory returns for central government and any other organisations/statutory bodies as required.
- Ability to create simple queries from any reporting tool e.g. PowerBI, SQL (Microsoft Reporting Services - SSRS). To prepare, analyse and present complex performance management information/reports in charts and tables so that it can be easily understood by non- specialist audiences, as required using either MSRS or Excel.
- To take lead responsibility on the production of specific information for a particular area or client group and work on specific projects in liaison with other sections of the directorate as required.
- To assist in the data maintenance and up-dating of any corporate performance management ICT

system.

- Identify and communicate performance success and areas for improvement. Support performance improvement planning as appropriate.

Other Duties

- To assist other sections in developing policies and procedures.
- To represent the directorate at meetings both internally and externally.

To progress to Performance Analyst (RG5 above gateway) can also demonstrate the following:

- Ability to manage projects with limited supervision ensuring the Council's objectives are achieved within a quality and value for money framework.
- Ability to create more advanced queries e.g. subqueries or common table expressions, temporary tables, views, pivots and dashboards from any reporting tool e.g. PowerBI, SQL (Microsoft Reporting Services - SSRS).
- Ability to take lead responsibility for special projects concerned with primary and secondary research and performance management.
- Able to monitor service delivery effectively, with consideration for performance, quality and value for money, and highlight areas for concern making recommendations for improvement.
- Ability to supervise Assistant Performance Analysts/student placements/trainees and train new members of staff requirements.

To progress to Senior Performance Analyst (RG6 to gateway), officers must be able to demonstrate skills, knowledge and ability to do the following:

All of the above plus

- To assist with the development and understanding of performance management by the entire directorate, in the context of the corporate framework.
- To assist the Service Manager in the development of management information which will inform decision making, strategic direction, business planning and monitor that the strategic aims are being met.
- To provide advice and support to others, both inside and outside of the team, for consultation and benchmarking exercises.
- To provide advice and good practice on appropriate research methodologies - qualitative or quantitative techniques, sampling, recruitment, questionnaire/survey design, statistical analysis, and result reporting
- To support directorate teams in performance improvement planning
- To respond to government consultations on behalf of the Council
- To work in partnership with external agencies to provide comprehensive performance information to a variety of organisations, develop and enable joint working and information sharing.
- To manage the Performance Analysts.
- To accept Health & Safety responsibility at level 2

To progress to Senior Performance Analyst (RG6 above gateway) can also demonstrate the following:

- To liaise with, brief and produce reports for Senior Managers and elected members as required, escalating issues as required
- To represent senior colleagues, as necessary, within and outside of the Council
- To lead and own the development of business cases to implement change and improvements

throughout the service

- To take system ownership of companywide software and monitor upgrades and ensure the business is aware of the impact of changes. (e.g. Capita One modules, Mosaic Snowflake Reporting, Servelec Core+, eStart)
- To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post

To progress to Performance and Data Lead (RG7) officers must be able to demonstrate skills, knowledge and ability to do the following:

- The Performance and Data Lead will specialise in one remit area but will be required to develop knowledge of other remit areas to enable flexible cross-team working. They have line management responsibilities, leading and managing a small team to deliver a range of outputs.
- They will lead substantial projects and other pieces of work. They will develop expertise in the data for their area and use that expertise to make an impact.
- The Performance and Data Lead will develop some technical expertise in the systems used to manage our data. For example, to have the technical skills to extract it from the Data Warehouse and will specify automated checks to ensure the quality of those extracts.
- To have an expertise in analysis and insight, analysing data appropriately and applying a thorough understanding of the policy and the wider context for their remit to deliver high quality outputs which are disseminated and have impact across the company.
- To effectively lead and manage a team to deliver a programme of work.
- To analyse and generate insight to identify what our data is telling us and what this means for the organisation and the sector by providing value-added analysis, insight and commentary.
- To communicate the findings of analysis clearly and with impact, and to monitor the impact made through analysis.
- To be innovative and curious in investigating hypotheses and pursuing analysis, delivering frequent new or updated insight into inspection and the relevant sector
- To deliver timely and accurate official statistics with interesting and insightful commentary.
- To support the Service Manager in developing data reports and to deputise for Service Manager when required
- To respond quickly and accurately to a range of internal and external requests including official correspondence, Freedom of Information requests and MP Enquiries.
- To develop strong relationships with colleagues across the organisation to ensure that measures and data products are developed to meet identified needs and that analysis and evidence informs policy making.
- To work closely with colleagues across the Company to ensure that work is joined-up and focused on organisational priorities.
- To work with partners in other organisations to ensure that measures and data products are relevant for Company
- To keep up to date with research in their remit area so that work is informed by the latest findings and outputs fit into the wider policy context.
- To work with external partners such as other government departments, research organisations and academics, to deliver new and insightful analysis.
- To ensure team activities are aligned with allocated budgets.

2. Relationships – who you will work with

Internal:

- Service Manager – Performance and Data
- Other senior managers
- All BFfC staff

External:

Develop and promote strong partnerships with:

- Reading Borough Council
- Department for Education
- Schools
- Other local Authorities
- External agencies

3. What your performance will be measured against

- Personal objectives set as part of your annual appraisal.
- Project completion and Performance

4. Your level of autonomy

- Required to work as part of a team as well as using own initiative to deliver objectives
- At Performance and Data Lead level

5. Personal Attributes

- Confident
- Approachable
- Friendly
- Uses initiative
- Achieves deadlines

6. Scope of Job (Budgetary/Resource Control/Impact)

- Impact: Posts have an impact across the directorate by providing performance information and advice which can impact on service delivery to service users.
- No staffing responsibilities at Assistant Performance Analyst level but this increases through career progression
- No direct budgetary responsibilities but at Performance and Data Lead they have responsibility for income generation through Service Level Agreements

Special/Other Requirements/Responsibilities of this Post

Level of DBS check required for this post	Basic
If *, does the post require a check against the list of people barred from working with vulnerable adults?	NO
If *, does the post require a check against the list of people barred from working with children?	NO
What other security/safer recruitment clearances are required for this post? (excluding standard identity/work permit/education qualification checks)	N/A
Is this post “politically restricted”?	NO
Responsibility for Health & Safety:	LEVEL 1 Senior Performance Analyst LEVEL 2
Please specify responsibility for implementing the company’s risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified	This post is responsible for ensuring that data quality risks are appraised and monitored (but not responsible for the input of correct data in the first instance). If acting as project manager, then would be responsible for maintaining risk and issue logs as part of the project. There is no responsibility for everyday operational risk management for service delivery to clients and customers.
Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the “Main Duties & Responsibilities” above	N/A

Person Specification

Qualifications & Education

Essential:

- Qualifications indicative of a good standard of numeracy (GCSE Maths grade B or above) and literacy (GCSE English grade C or above).

Plus, at Performance Analyst level:

- 3 A level qualifications in relevant subjects
- Knowledge of quantitative and qualitative research methodologies and research analysis gained through qualification and/or training and/or experience.
- A demonstrable standard of numeracy to the level of completing accurate and appropriate arithmetic and statistical calculations without need for advice & support.

Plus, at Performance and Data Lead level:

- Degree level qualification or equivalent relevant knowledge and experience or professional qualification.

Experience

Essential:

- Experience in the use of a variety of ICT systems and software including Microsoft Word, Outlook and Excel.
- Experience in data collection, extraction and processing of data.
- Education or experience giving a general background in social policy issues (eg, education, health, housing, social care, crime and disorder) is desirable but not essential.
- Experience of simple training/coaching of others

To progress through gateway on RG4, plus:

- Presentation of simple reports to a small group

To progress to Performance Analyst (RG5 gateway), plus:

- Basic knowledge and understanding of research and consultation methodologies
- Working knowledge of SQL/SSRS /Crystal or similar reporting software/languages and methodologies.

To progress to Performance Analyst (RG5 above gateway) or above, plus:

- Experience in collection, analysis and presentation of data for statistical purposes.

To progress to Senior Performance Analyst (RG6), plus:

- At least 5 years' experience of working in a performance and analytical role
- Experience of managing or supervising staff.
- Thorough understanding of Social Care and Education issues
- Understanding of Government performance agenda.

To progress to Performance and Data Lead (RG7), plus:

- At least 10 years' experience of Performance Analyst work including at least 2 years in a Senior role
- Experience of successful engagement with internal and/or external stakeholders.
- Experience of advising decision-makers and making recommendations that are well-founded and reliable to influence the course of action or thinking.
- Experience of managing a programme of work and a set of people to deliver defined objectives and priorities within a set budget and timescale

Skills, Abilities & Competencies

Essential

- Ability to use ICT systems to collect, analyse and present information, including numerical and statistical data, in a clear and understandable format in relation to performance monitoring.
- Ability to understand basic research methodologies
- Ability to prepare clear, concise information and short written reports for a variety of purposes.
- Work co-operatively with a range of people and organisations.
- Have an adaptable/flexible approach to colleagues when providing support and requesting information.
- Self-motivated and able to work accurately under pressure to meet deadlines and use good organisational skills.
- Use own initiative.
- Demonstrate an understanding of equal opportunity issues and commitment to fair service delivery.
- Ability to work as part of a team as well as on independent work, with minimal supervision and flexibly.
- Understand and abide by the rules of strict confidentiality.
- Demonstrable ability to use good communication skills to train/coach and motivate others.

At Assistant Performance Analyst (RG4 above gateway):

- An understanding of managing small projects
- Ability to create questionnaires on survey software
- Ability to write simple reports to interrogate data held on ICT systems.

At Performance Analyst (RG5 to gateway):

- Demonstrates an ability to understand basic research methodologies and support for consultation programmes through survey design, analysis, interpretation of statistical data and reporting of results.
- Demonstrable ability to prepare clear, concise written reports for a variety of purposes and audiences.
- Ability to interpret and analyse oral and written information, including statistics.

To progress to Performance Analyst RG5 above gateway:

- Clear oral and written communication skills targeted at senior managers
- Ability to manage and lead complex projects with limited supervision
- Monitor service delivery effectively and make appropriate recommendations
- Supervise/train staff

At Senior Performance Analyst RG6:

- Ability to write more advanced reports to interrogate data held on ICT systems
- Able to manage projects successfully
- Ability to contribute to the development of performance management systems
- Ability to organise and prioritise work, for self and team members, in order to meet tight deadlines. Demonstrates an analytical and innovative approach to problem solving.
- Ability to write more advanced reports to interrogate data held on ICT systems

At Performance and Data Lead RG7:

- Highly developed statistical or research skills in designing and carrying out appropriate data analysis, implementing quality assurance procedures, summarising key findings and communicating them with impact.
- Well-developed technical skills in appropriate programmes, for example Excel, SQL or R, to manage, manipulate and analyse large and complex sets of data and identify the key findings.
- Ability to bring a broader perspective when seeking solutions; using analysis and problem-solving skills to effectively contribute to strategic development.

Additional Working Requirements

- DBS check and sensitive approach to working with confidential information about children
- To take reasonable care of your own health and safety and co-operate with management, so far as necessary, to enable compliance with the company's health and safety rules and legislative requirements
- To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post
- At all times the post holder will be expected to operate in accordance with BFFC's policies, procedures and values and be positive about safeguarding children, valuing diversity, respecting differences and promoting equal opportunities.
- Brighter Futures for Children is a dynamic organisation which recognises the need to respond flexibly to changing demands and circumstances. While this job description provides a summary of functions and responsibilities of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post.