

# Job Description and Person Specification

## Performance Management Assistant

| Job Details         |  |
|---------------------|--|
| Grade               | 4  |
| Service             | Data Team: Education, Early Years and Youth Justice Service, Education Improvement and Standards |
| Location            | ONE Friargate, Station Square, Floor 9   |
| Job Evaluation Code | Y5762D   |

| Coventry City Council Values   |
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| <p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p> |

| Job Purpose   |
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| <p>To collect, organise, maintain and co-ordinate datasets for the Data Team's delivery of performance management, business intelligence and analysis across the Council and partner organisations.</p> |

| <b>Key Responsibilities and Accountabilities</b>  |
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| 1. Support on the collection, quality assurance, presentation and reporting of data and intelligence to enable statutory and mandatory reporting requirements and delivery of business insight.               |
| 2. Collect, verify, and update a variety of datasets and statistical records from a variety of sources for performance monitoring, planning and review purposes.  |
| 3. Utilising appropriate software to transfer data between systems and undertake routine statistical analysis.  |
| 4. Co-ordinate, interpret and present, performance and statistical information as directed, so as to ensure its widest understanding and use in informing decision-making, monitoring and review of services. |
| 5. Act as an initial point of contact for requests for information and statistical returns.   |
| 6. Liaise with staff and service areas across the organisation, as appropriate, concerning the collection of data and dissemination of analysis.  |
| 7. Work collaboratively with team colleagues to identify and implement systems for the processing and production of information.  |
| 8. Any other duties and responsibilities within the range of the salary grade.  |

| <b>Key Relationships</b> |  |           |   |
|--------------------------|--|-----------|---|
| External:                | Schools, Partner organisations (for example Department for Education)<br>Members of the public | Internal: | Admissions<br>SEN Services<br>Finance<br>Family Hubs<br>Positive Parenting<br>Youth Justice Service |

| <b>Standard Information</b> |
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Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertake any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

**Responsible for**

No line management responsibilities

**Person Specification**

**Requirements**

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| Knowledge          | Understanding of the Council's equality, diversity and inclusion commitment.  |
| Knowledge          | Use of information from a variety of sources for the purposes of performance management and business intelligence.                        |
| Knowledge          | Day to day use of ICT systems and resources, including data quality and principles and application of information governance legislation. |
| Knowledge          | Use of information to support both strategic and operational development.   |
| Knowledge          | Knowledge of GDPR data protection regulations and implications.   |
| Skills And Ability | Ability to work flexibly and respond to changing priorities   |
| Skills And Ability | Ability to use databases and software applications to collate and interpret data and experience in creating and designing spreadsheets    |

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| Skills And Ability   | High level of communication and interpersonal skills, both written and verbal to deal with members of the public and external agencies and establish rapport with colleagues and team members |
| Skills And Ability   | Ability to utilise IT software effectively to assist in the monitoring and evaluation of key performance indicators.  |
| Skills And Ability   | Ability to maintain confidentiality of information  |
| Skills And Ability   | Accurate data inputting skills  |
| Skills And Ability   | Ability to develop and promote good working relationships with a wide range of staff at all levels in the statutory, voluntary and private sectors.   |
| Skills And Ability   | A high level of organisational skills to manage conflicting priorities, prioritising and managing time effectively and working under pressure within agreed deadlines.                        |
| Skills And Ability   | Work as a member of a team with minimum supervision   |
| Experience           | Experienced in handling large datasets and ability to extract and interpret data.   |
| Experience           | Running of standard reports and presenting information to a variety of stakeholders.  |
| Experience           | Collection and interpretation of statistical data and summarising the results accurately and appropriately.   |
| Experience           | Promoting good practice in the way management information is used.  |
| Experience           | Organising own work within guidelines and achieving specific objectives to timescales.  |
| Experience           | Working with database and spreadsheet packages.   |
| Qualification        | GCSE Maths and English Grade 4 or above (equivalent Grade C or above).  |
| Special Requirements | Not Applicable  |

| Declaration          |                               |       |            |
|----------------------|-------------------------------|-------|------------|
| Reviewed/Created By: |                               |       |            |
| Job Title:           | Performance Manager Education | Date: | 16/03/2026 |