



Coventry City Council

## Job Description

|                   |                                    |                     |         |
|-------------------|------------------------------------|---------------------|---------|
| <b>Job Title:</b> | Lead Performance Analyst           | <b>Job Number:</b>  | Y5252D  |
| <b>Service:</b>   | Public Health, Insight & Migration | <b>Post Number:</b> | 1008394 |
| <b>Location:</b>  | One Friargate                      | <b>Grade:</b>       | 6       |

### Our values:

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.

### Job Purpose:

12 month fixed term contract/secondment.

Under the direction of the Senior Analyst – The lead analyst will:

1. Provide a timely and high quality performance management function to help deliver all statutory and local reporting requirements
2. Produce performance intelligence to inform & support service design, commissioning and financial decision making processes in Adult and Children's Social Care
3. Produce performance intelligence to inform and evaluate performance for Directors, Strategic Leads and their teams.

### Main Duties and Responsibilities:

1. Have responsibility for negotiating processes, developing systems and leading on: the capture, quality assurance, analysis, presentation and submission of both statutory and local data and performance intelligence within specified areas of work in the team. These areas of work will cover:
  - a) All statutory reporting and local performance requirements and supporting Inspections (CQC, Ofsted and Peer Reviews)
  - b) Developing local dashboards and provide intelligence across children and adult social care
  - c) Joint data-sets negotiated & developed with key partner organisations across the city.
2. Lead on and utilise Project Management Structures and processes to ensure the successful implementation and delivery of new statutory performance requirements.
3. Improve the performance management practices of Operational teams within the Directorate and within partner agencies by developing & delivering specific service area & team based Performance Management training & support.

4. Investigate, alert and advise senior managers of areas of failing or declining performance in a timely manner and as appropriate identify potential factors impacting on performance and propose solutions.
5. Represent the team at Service Management and local operational performance meetings, providing a performance lead, guidance, information and advice as necessary.
6. Produce dashboard and reports and analyse and present performance intelligence based on a range of interdependent factors, sources and types of data.
7. Solve data processing and analytical problems requiring innovative solutions where few guidelines or precedents are established.
8. Develop extensive knowledge of relevant computer software, identifying and formulating suitable programmes for processing, reporting and analysing information to enable appropriate recommendations to be made to management to increase effectiveness of information systems
9. Contribute to partnership working with Insight, Health and Independent Sector Partners including the development of frameworks to deliver the key performance management data and intelligence required by and from Adult and Children's Social Care and other areas of Public Health.
10. Development and ensure appropriate, effective and responsive working relationships with representatives at appropriate levels from Central Government Organisations.
11. Deliver an effective performance management service by utilising report writing and presentation skills as appropriate to different audiences including senior managers, members, operational staff, service users and carers and key partners.
12. Work with finance, commissioning and operational managers to ensure both the integrity and quality assurance of the Directorate's Performance Management processes and data and the uses made of the data and intelligence produced.
13. Maintain an up to date knowledge of national and regional developments relating to Health and Social Care, particularly new performance measurements, ensuring this information is disseminated in appropriate ways to relevant colleagues across the Directorate and supporting the work required to enable the Directorate to be well placed to respond appropriately to these developments.
14. Be responsible for establishing effective working relationships and networks with performance management colleagues from other authorities to inform benchmarking exercises, best value reviews and the development of the Directorate's performance management processes.
15. Where appropriate, represent and deputise for the Senior Analyst on specific issues.

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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions

- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare

To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** N/A

**Responsible to:** Senior Analyst

**Date Reviewed:** October 2021

**Updated:** August 2022



Coventry City Council

## Person Specification

|                   |                                    |                     |         |
|-------------------|------------------------------------|---------------------|---------|
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| Area | Description |
|------|-------------|
|------|-------------|

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|-------------------|---|
| <b>Knowledge:</b> | <ul style="list-style-type: none"> <li>Government priorities relating to the information and performance developments and initiatives within Health and Social Care.</li> </ul>                       |
|                   | <ul style="list-style-type: none"> <li>How to use information from a variety of sources for analytical and comparative purposes to measure performance.</li> </ul>                                    |
|                   | <ul style="list-style-type: none"> <li>A range of PC software packages and statistical techniques which support the requirements of performance management.</li> </ul>                                |
|                   | <ul style="list-style-type: none"> <li>Of how to design, and produce reports and dashboards using specific reporting tools such as SQL, SQL Server Reporting Services, Power BI and Excel</li> </ul>  |
|                   | <ul style="list-style-type: none"> <li>How information could be used to support both strategic and practice developments.</li> </ul>  |
|                   | <ul style="list-style-type: none"> <li>A range of styles for using and presenting data in reports, as appropriate to the content of the report and the audience receiving the information.</li> </ul> |

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| <b>Skills and Abilities:</b> | <ul style="list-style-type: none"> <li>Able to analyse complex data from a variety of sources and present as meaningful performance management information to relevant audiences.</li> </ul> |
|                              | <ul style="list-style-type: none"> <li>Able to deliver a quality information service to managers, staff, other Local Authority directorates and statutory agencies.</li> </ul>               |
|                              | <ul style="list-style-type: none"> <li>Able to use ICT to develop more effective and efficient performance management processes.</li> </ul>  |
|                              | <ul style="list-style-type: none"> <li>Able to communicate effectively, using a variety of methods appropriate for different forums.</li> </ul>  |
|                              | <ul style="list-style-type: none"> <li>Able to respond to changing priorities within a pressurised working environment.</li> </ul>   |
|                              | <ul style="list-style-type: none"> <li>Good organisation and time management skills for self and others to whom work is delegated.</li> </ul>  |
|                              | <ul style="list-style-type: none"> <li>Able to progress work using own initiative and achieve solutions to overcoming barriers to achieving required outcomes.</li> </ul>                    |
|                              | <ul style="list-style-type: none"> <li>Be an effective team member and develop effective working relationships with colleagues.</li> </ul>   |

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|                              | <ul style="list-style-type: none"> <li>• Able to negotiate with and persuade managers of the benefits in supporting actions to improve performance management processes.</li> <li>• Highly developed report writing and presentation skills.</li> </ul>  |
| <b>Experience:</b>           | <ul style="list-style-type: none"> <li>• Using complex information systems to produce, analyse, and interpret data.</li> <li>• Providing information to support the performance management of a service.</li> <li>• Writing reports and presenting information to a variety of stakeholders including senior managers.</li> <li>• Promoting good practice in the way management information is used.</li> <li>• Effective working with technical, operational and strategic staff across a large organisation on performance management issues.</li> <li>• Organising own work programme within guidelines and achieving specific tasks to timescale.</li> </ul> |
| <b>Educational:</b>          | <ul style="list-style-type: none"> <li>• Demonstrate, through either formal or informal methods, a commitment to continued personal and professional development.</li> <li>• Requires substantial experience in a performance management field including SQL Reporting and PowerBI</li> </ul>  |
| <b>Special Requirements:</b> | <ul style="list-style-type: none"> <li>• Ability to be co-located with other directorate or partner organisation, depending on needs of specific projects</li> </ul>   |

**Date Reviewed:** October 2021

**Updated:** August 2022