

## JOB DESCRIPTION

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| <b>Job title</b>       | Data & Performance Analyst (Performance Support Worker) |
| <b>Sector/Function</b> | Substance Misuse & Public Health                        |
| <b>Department</b>      | IMT - Insight   |
| <b>Reports to</b>      | Regional Performance Lead                               |
| <b>Grade</b>           | 3   |

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| <b>Job purpose</b>          | To support Regional Performance Leads and associated key stakeholders to ensure the provision of accurate and timely performance data. Delivered by inputting, quality assessing, mitigating risk/issues, reporting and promoting good data quality outcomes                  |
| <b>Key accountabilities</b> | Input data in relation to service delivery on to the Client Record system accurately and timely from other workers as required  |
|                             | Analyse data, presenting outcomes in simple and accessible formats that meet customer needs.  |
|                             | Proactively identify gaps in performance data/MI in order to enhance organisational intelligence/operational effectiveness. Identify, communicate, educate and implement solutions as appropriate, escalating more complex matters in line with departmental/BU requirements. |
|                             | Identify, in conjunction with Regional Performance Manager, development opportunities to support personal growth in conjunction with driving the reporting strategy. Participates effectively in on-going personal development  |
|                             | To ensure effective data governance, including confidentiality, as required under the Data Protection Act and GDPR, reporting any breaches or risk of breaches in line with guidelines  |
|                             | To fully support the Turning Point values and operate in line with all policy and practice, including regulatory standards. Ensure activities are driven by organisational strategy and business plans  |
|                             | To undertake ad hoc work as necessary to support agreed business and service objectives   |
|                             | Any other duties as reasonably required for the role, as directed   |

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| <b>Dimensions</b> | Direct reports       | None  |
|                   | Total staff overseen | N/A   |
|                   | Internal contacts    | Regional Performance Manager<br>Business Partner (Insight)<br>Team (Hub) Manager<br>Internal customers and other key stakeholders |
|                   | External contacts    | None  |
|                   | Planning outlook     | 3 months  |
|                   | Problems solved      | Data quality/accuracy<br>Efficiency of data entry<br>Data 'gap' identification<br>Data quality                                    |
|                   | Financial authority  | N/A   |

# PERSON SPECIFICATION

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|------------------|---|
| <b>Job title</b> | Data & Performance Analyst (Performance Support Worker) |
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| <b>Personal Effectiveness (Including Behavioural Competencies)</b>  |
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| <b>Essential</b> <ul style="list-style-type: none"><li>• Attention to detail</li><li>• Proven experience of working within a commercially driven environment</li><li>• Able to analyse data in order to provide information and enquiry.</li><li>• A professional and organised approach as well as the ability to prioritise effectively, whilst managing expectations of customers and providing an excellent service</li><li>• Customer focused.</li><li>• Able to work under own initiative and identify potential</li><li>• Teamwork.</li></ul> <b>Desirable</b> <ul style="list-style-type: none"><li>• Able to identify and implement improvements to reporting and MI methodologies</li></ul> |

| <b>Technical Effectiveness (Including Skills and Knowledge)</b>   |
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| <b>Essential</b> <ul style="list-style-type: none"><li>• Driving Data quality up, including highlighting, mitigating and effectively reporting data gaps</li><li>• Strong MS Office skills, especially Excel</li><li>• Risk Management - within own functional area/s.</li><li>• Data &amp; Performance – experience in managing complex data requirements and presenting in simple and accessible formats. Experience of databases, mandatory data uploads, data quality management &amp; data visualisation usage (rather than reports)</li><li>• Performance &amp; data challenge and improvement (driving Action-based intelligence)</li><li>• Ability to work independently, accurately and at pace.</li></ul> <b>Desirable</b> <ul style="list-style-type: none"><li>• Applications/ systems expertise.</li><li>• Commercial experience utilising performance data for business decisions</li></ul> |

| <b>Acquired Experience and Qualifications</b>  |
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| <b>Experience: Essential</b> <ul style="list-style-type: none"><li>• Demonstrable experience of data entry, improving data quality and data accuracy</li></ul> <b>Experience: Desirable</b> <ul style="list-style-type: none"><li>• Experience within a not for profit organisation.</li><li>• Experience within the Health and Social Care sector.</li></ul> <b>Qualifications: Desirable</b> <ul style="list-style-type: none"><li>• Graduate.</li></ul> |

| <b>Other Requirements</b>  |
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| <ul style="list-style-type: none"><li>• May be required to travel across the country and stay over on occasion</li></ul> |