**PERSON SPECIFICATION – Data & Performance**

**(Performance Support Worker)**

|  |  |
| --- | --- |
| **Job title** | Performance Support Worker |

|  |
| --- |
| **Personal Effectiveness (Including Behavioural Competencies)** |
| **Essential** * Attention to detail.
* Proven experience of working within a commercially driven environment
* Ability to analyse data to provide information and enquiry.
* A professional and organised approach as well as the ability to prioritise effectively, whilst managing expectations of customers and providing an excellent service
* Able to work under own initiative and identify potential improvements or efficiencies that would benefit service performance or enhance service reporting.
* Strong communicator
* Customer Focused (Service Users and Commissioners)
* Supportive and effective Team Worker

**Desirable*** Able to implement improvements to reporting and management information methodologies.
 |

|  |
| --- |
| **Technical Effectiveness (Including Skills and Knowledge)** |
| **Essential** * Driving Data quality improvement, including highlighting, mitigating, and effectively reporting data gaps
* Strong MS Office skills, especially Excel
* Risk Management - within own functional area/s.
* Data & Performance – experience in responding to complex data requirements and presenting in simple and accessible formats. Experience of databases, mandatory data uploads, data quality management & data visualisation usage
* Performance & data challenge and improvement (driving Action-based intelligence)
* Ability to work independently, accurately and at pace.

**Desirable*** Applications / systems expertise.
* Commercial or voluntary sector experience utilising performance data to support business decisions

  |

|  |
| --- |
| **Acquired Experience and Qualifications** |
| **Experience:** **Essential** * Demonstrable experience of data entry, improving data quality and data accuracy

**Experience: Desirable*** Experience within a not-for-profit organisation.
* Experience within the Health and Social Care sector.

**Qualifications: Desirable** * Graduate or job-related qualifications
 |

|  |
| --- |
| **Other Requirements** |
| * May be required to travel across the country for central meetings, although not regularly.
 |