**PERSON SPECIFICATION – Data & Performance**

**(Performance Support Worker)**

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

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| **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. |

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| **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 |

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| **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 |

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