

Directorate:	Strategic and Corporate Services
Unit/Section:	People and Communications – Business Management and Client Relationships
Grade:	KR8
Responsible to:	Business Performance Manager

Purpose of the Job:

As part of a Business Management & Client Relationships team, provide a comprehensive business support service across the whole PC division. This will involve working closely with customers to understand their business needs, providing high quality complex data analysis to support decision making and the delivery of business objectives.

Through a proactive approach and predictive analysis help to drive performance improvement and improve business outcomes across the division.

Main duties and responsibilities:

- Assist People Strategy Managers and other senior colleagues in identifying information and data requirements for varying projects. Providing expert advice and guidance on data issues, and ensuring that complex concepts are explained and scope of the data is understood.
- Provide and analyse data for measuring and reporting on performance, both internal to KCC and to participate in external benchmarking activity, enabling KCC to take an informed view about comparative performance and initiate necessary management action.
- Analyse and interpret complex data using different methods, moving towards a predictive analysis approach. Presenting findings in a clear and unambiguous way and in a format that meets the needs of the customer.
- Establish and implement methods to ensure and validate data quality, accuracy and consistency, appraising the data in terms of uses and scope. Query and resolve anomalies where possible, escalating relevant issues where appropriate to the Senior Performance Analyst.
- Use creative design approaches to enhance the quality of the data provided to customers, and used in the division, to ensure it is clear, relevant and meets organisational and customer requirements.
- Assist with the review and development of current reporting systems, as well as the processes used to report and analyse data within the team, making recommendations to improve efficiencies and deliver effective services.
- Provide report data for Personnel Committee and People Analytics Reporting, and provide initial analysis of trends and changes, liaising with team members to collate and ensure the explanatory narrative is produced.
- Lead on and participate in projects within the team and across the division, providing specialist input to contribute to the development of services across the organisation.

- Provide support to KCC restructures, working with the HR team as required and ensuring the accurate and appropriate management of employee records.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: *Performance Analyst*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> Relevant professional qualification or proven experience at required level
EXPERIENCE	<ul style="list-style-type: none"> Experience of analysing and interpreting complex data Use of reporting tools and manipulation of data using Excel, Access or other appropriate formats Experience of identifying and rectifying problems to produce accurate, timely and relevant data and analysis.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Excellent communications skills and able to work with customers to understand their requirements and present analysis in a meaningful way Able to interpret statistical information Able to develop Excel spreadsheets and use effectively at an expert level to store and manipulate data. Ability to collate and analyse large data sets, accurately identifying trends and presenting conclusions in a clear format.
KNOWLEDGE	<ul style="list-style-type: none"> Understanding of the workforce information being used and able to analyse to identify trends and anomalies. Understanding of the organisation and context in which data is being produced and presented. Knowledge of Oracle and reporting tools Knowledge of data visualisation and presentation tools e.g. PowerBI Understanding of relevant legislation e.g. GDPR and Freedom of Information Acts Understanding of internal policies regarding Information Governance
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <ul style="list-style-type: none"> We are brave. We do the right thing, we accept and offer challenge We are curious to innovate and improve We are compassionate, understanding and respectful to all We are strong together by sharing knowledge We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible - willing to take (calculated) risks Curious - constantly learning and evolving</p>

	<p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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