

Job Description

Directorate	Grade
Resources	D
Service	Job evaluation number
Business Intelligence	A3148
Reports to	Responsible for
Performance Improvement Manager	N/A

Job purpose and role

The Performance and Research Assistant will support the Performance Improvement Team to deliver a high quality, robust performance and business intelligence framework across Beyond Housing. The post holder will support the production and presentation of high quality management information, complete operational and project level scorecards, assist in the provision of service plans, support research activities, carry out benchmarking analysis to compare our performance and value for money with that of our peers and provide administrative support to the wider team as required.

The post holder will be predominantly based at our Redcar office, however, there may be occasions when travel to the Scarborough office or any of our District Offices is required.

Main duties and key result areas

- Supporting the delivery of service planning, performance management, GIS mapping and benchmarking activities
- Preparing service and project level scorecards and management information reports using a combination of the following IT systems: SAP Business Objects, Microsoft Office (Excel), Orchard HMS, Compass CBL and ReView
- Input and co-ordination of CORE (Continuous REcording) returns (completed for each new let).
- Supporting the Performance and Research Analysts to carry out research, identify best practice and carry out data quality assessments to ensure the quality and accuracy of our data
- Championing the use of performance data and business intelligence across the Company
- Supporting our Value for Money approach and compliance with the Value for Money Standard
- Maintaining electronic filing systems in accordance with our Information Security and Data Protection Policy
- Be a visible, customer focussed support service to service teams

Please note that the above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

ALL employees are expected to:

- Live the Company values so that the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Promote value for money and continuous improvement within the service area
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

Signed _____ Date _____

Print Name _____

Version No	Revision Date	Reason for Revision
1	January 2019	Amended role for restructure
2	July 2019	Addition of IT systems into main duties

Person specification

Attribute	Detail	Essential or desirable
Skills and abilities	Excellent ICT skills, with particular emphasis on Microsoft Excel and other statistical analysis tools	E
	Strong attention to detail, accuracy and organisational skills	E
	Good communication skills, both written and verbal	E
	Able to work independently, seeking guidance where appropriate to solve problems	E
	Able to work under pressure and to deadlines in order to manage conflicting priorities	E
	Able to identify trends and spot opportunities	D
	Able to write reports and deliver presentations to colleagues	D
Knowledge and experience	Experience of collecting, analysing and presenting numerical information	E
	Experience of working with electronic filing systems	E
	Knowledge of the Value for Money Standard and benchmarking	D
	Experience of data analysis techniques	D
	Experience of working in a performance management team, including the development of key performance indicators	D
	Knowledge of Service Planning	D
	Experience of carrying out or supporting research into service improvement	D
	Knowledge of information security and data protection principles	D
Qualifications	Educated to A-Level standard (or equivalent)	E
Personal attributes	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E
	Collaborative approach: one company, one team	E