

**Job Description**

**Job Title:** Performance officer

**Salary Grade:** Grade 6

**SCP:** 22-25

**Job Family:** Organisational Support

**Job Profile:** OS3

**Directorate:** Corporate and Commercial

**Job Ref No:**

**Work Environment:** Stanfield Centre

**Reports to:** Performance Manager

**Number of Reports:**

Your normal place of work will be at Stanfield, Sunderland, but you may be required to work at any Company recognised workplace.

**Purpose:**

Responsible for supporting the planning, developing, improving and implementation of the performance and intelligence functions including: data collection, data analysis, performance monitoring and reporting, benchmarking, inspection, organisational strategy, business planning, consultation, research and needs analysis.

**Key Responsibilities:**

1. Establish excellent relationships with internal and external customers to anticipate and respond to customer needs.
2. Communicate performance information to customers which includes verbal communication, written datasets or reports and presentations.
3. Assist with the development of innovative KPIs/metrics to support the TfC strategy and vision.
4. Utilise a range of reporting tools to produce weekly and monthly datasets and analyses.
5. Analyse and interpret data to identify patterns, trends and data quality issues to inform strategic and operational decision making.
6. Provide advice and guidance to managers on performance improvement and intelligence issues as part of customer relationship management.
7. Work with colleagues and managers to identify or influence performance and improvement actions.
8. Manage your own work in line with the team work programme to ensure key deadlines are met throughout the year.
9. Collate and interpret data required for freedom on information requests.
10. Utilising IT skills to develop new and improved ways of working
11. The above list is not exhaustive, and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post.
12. Other duties and responsibilities allocated which are appropriate to the grade of this post.
13. The post holder will be required on occasion to travel within the City as required to undertake the role.

In line with the Together for Children’s Statutory Requirements, all employees should:

Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland’s records and information and respect the privacy of personal information held by Together for Children Sunderland.

Comply with the principles and requirements of the Freedom in Information Act 2000;

Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information;

Use information only for authorised purposes.

A**uthor**: Stacy Hodgkinson

**Date**: August 2019



**Person Specification**

**Job Title: Performance Officer**

**Role Profile reference: OS3 Grade 6**

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| **Essential Requirements**  |
| **Qualifications:*** NVQ Level 3 in Business Administration or relevant equivalent qualification
 | Application Form  |
| **Experience of :*** Experience of working in a performance or business intelligence team.
* Experience of analysing and interpreting data to identify patterns, trends and data quality issues to inform decision making.
* Experience of using a range of reporting tools.
 | Application Form Interview |
| **Knowledge and Understanding of:*** Knowledge and experience of measuring operational performance.
* Knowledge of available information technology that can support performance management.
* Advanced Excel knowledge and experience.
 | Application Form Interview/Test |
| **Ability to:*** Use and understand numerical information in a variety of formats.
* Critically evaluate information looking for flaws and limitations.
* Interpret and evaluate data to develop analyses and projections.
* Identify & predict trends from data.
* Pose key performance questions.
* Assess customer requirements.
* Demonstrate excellent communication and influencing skills.
* Demonstrate strong time-management skills.
 | Application form Interview/Test |
| Commitment to Equal opportunities  | Interview |

**Author:** Stacy Hodgkinson

**Date:** August 2019