

**Job Description**

**Job Title:** Performance and Intelligence Assistant

**Salary Grade:** Grade 4

**SCP 12-17**

**Job Family:** Organisational Support

**Job Profile OS2**

**Directorate** Corporate and Commercial

**Job Ref No XXXX**

**Reports to:** Performance Manager

**Number of Reports** 0

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

**Purpose:**

To support the performance team with delivering its core functions for TfC, including: data collection, checking data quality, data cleansing and running performance reports. Also, to provide email and phone support to schools and other child care settings as required,

**Key responsibilities**

1. Communicate clearly with stakeholders and customers, in writing and over the telephone
2. Provide advice and guidance to colleagues, schools or other childcare providers on using TfC systems
3. Establish excellent working relationships with customers across the company and with partners.
4. Work with schools and/or other child care settings to improve data quality and undertake data cleansing and validation exercises
5. Demonstrate a high level of accuracy when handling data including: data validation checks, data analysis, accurate data entry into TfC systems, or third parties (such as Department for Education portals)
6. Manage your own tasks in line with the team work programme to ensure key deadlines are met throughout the year
7. Support the team and Performance Manager to deal with and resolve problems or queries.
8. Contribute to the identification of improvement activity by applying own knowledge and looking for ways to deliver services more efficiently and effectively.
9. Utilise IT skills to develop new and improved ways of working
10. 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.
11. Other duties and responsibilities allocated which are appropriate to the grade of this post.
12. The post holder will be required on occasion to travel within the City as required to undertake the role.

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**: Richard Burns

**Date**: September 2019

**Person Specification**

**Job Title:** Performance and Intelligence Assistant

**Role Profile reference: XXX Grade 4**

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| **Essential Requirements: Method of Assessment** | |
| **Qualifications**   * NVQ Level 2 in Business Administration or relevant equivalent qualification | Application form |
| **Experience:**   * Experience of working with performance information, * Experience of undertaking data cleansing activity * Dealing with internal and external customers/stakeholders | Application form/Interview |
| **Knowledge and Understanding of:**   * Understanding of data analysis techniques and their benefits * Understanding the importance of data quality checks * Knowledge of Microsoft Excel and how it can analyse data * Understanding on core IT systems used by TfC for case management and reporting | Application form/Interview/Test |
| **Ability to:**   * Share information, obtain information and have dialogue with others either in person or over the telephone * Share information and obtain information from others through written communication, in a variety of formats to a variety of audiences * Listen effectively to assess requirements to respond appropriately and efficiently * Use a PC to prepare documents, record information and to input and analyse data. * Work effectively within a busy team environment, be helpful and co-operative with others * Establish excellent relationships with customers and partners. | Application form Interview/Test |
| Commitment to Equal opportunities | Interview |
| **Author:** Richard Burns  **Date:** September 2019 |  |