



## PAY & GRADING - JOB SPECIFICATION TEMPLATE

This Job Specification sheet covers specific areas of activities that are not included in the Generic Role Profile. It will include responsibilities, knowledge, skills, delivery and working arrangements relevant to this role. Please ensure that this is read and in conjunction with the given family role for the post.

Profile Owner:

### POLICE STAFF

ROLE SPECIFIC INFORMATION	
Job Title:	Performance Officer
Generic Role Profile:	Business Support
Salary Band:	Grade 5
Operational / Non-Operational Role	Non-operational
Vetting Level:	Management Vetting
Reporting to:	Service Improvement Sergeant
Specific Role Purpose:	<p>The Performance team generates insights on the force's performance by building Qlik dashboards, analysing force data and providing information to support the force's governance and assurance processes.</p> <p>To work within the team to provide data capture, manipulation and administrative services, to include the development and maintenance of performance systems and dashboards.</p> <p>The role will support the Performance team by providing accurate, evidenced information that informs the Force position on its overall service delivery.</p> <p>The post holder will support and contribute to work set by a Performance Analyst or Performance Manager, who will then oversee delivery.</p>
Key Responsibilities:	<p>Primary responsibilities of the role are:</p> <ul style="list-style-type: none"> <li>• to respond to user queries and help requests, gather information with regard to performance data requests or performance challenges and try to assist with a resolution as quickly as possible.</li> <li>• maintain/interrogate detailed records of performance data with software and hardware to enhance the business insights knowledge base which allows knowledge to be disseminated across the organisation.</li> <li>• monitor trends and anomalies within source data, reporting findings accurately and appropriately.</li> </ul>

	<ul style="list-style-type: none"> <li>• maintain relevant dashboards, spreadsheets and systems to ensure they are accurate and up to date information is available to those who require it.</li> <li>• work with Strategy colleagues and business units to create presentations for key strategic meetings.</li> <li>• work collaboratively with other analysts in the Strategy, Delivery and Assurance team, as well as other functions, to ensure a holistic analytical service is provided to the business.</li> <li>• collate and record performance indicators and statistical data and prepare relevant timely management information.</li> <li>• maintain regular performance reports and be verbally able to communicate and / or present findings to stakeholders.</li> <li>• answer Freedom of information requests.</li> </ul> <p>The post holder will be a junior analyst, but as they develop their analytical skills they may also:</p> <ul style="list-style-type: none"> <li>• manage small performance improvement projects and insight generation activities.</li> <li>• conduct qualitative and quantitative research with customers and stakeholders using appropriate engagement tools.</li> <li>• use analytical skills to identifying trends, opportunities and challenges.</li> <li>• use analysis and research to provide a range of recommendations.</li> </ul>
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SPECIFIC COMPETENCIES REQUIRED FOR EFFECTIVE PERFORMANCE	
Knowledge & Experience	
<i>This section should detail the requirement of previous experiences and knowledge gained from academic qualifications if appropriate. e.g. significant experience of administrative duties, degree level educated.</i>	
Essential:	<ul style="list-style-type: none"> <li>• Relevant qualification or additional extended experience</li> <li>• Experience of working in a performance or business support role.</li> <li>• Experience of working to tight timescales.</li> </ul>
Desirable:	<ul style="list-style-type: none"> <li>• Experience of working with QlikSense.</li> <li>• Experience of Freedom of information requests or other statutory returns.</li> </ul>
Skills	
<i>This section should detail the competency requirement which could be developed through non-formal training. e.g. effective time management, influencing and negotiating, effective communication including written and verbal.</i>	
<i>Refer to skills database for core operational skills</i>	
Essential:	<ul style="list-style-type: none"> <li>• Have effective written and verbal communication skills</li> <li>• Possesses a good level of numeracy to effectively deliver the requirements of the role.</li> <li>• Experience in working Microsoft Excel and Word.</li> <li>• Able to manage and prioritise their own workload</li> <li>• Be able to demonstrate effective presentation skills.</li> </ul>

Desirable:	<ul style="list-style-type: none"><li>• Able to work without direct supervision and will be required to make decisions using own initiative.</li></ul>
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Hours of Work and Flexibility:	This role is full time and therefore subject to standard contractual hours (36.5) but flexible working arrangements will be considered and accommodated wherever possible.
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Restriction Level:	N/A
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