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**Performance Analyst - Band 8a**

**Recruitment role summary and candidate profile**

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| **About this role:**This post will assist in the provision of information and data for commissioners, analysts and clinicians in health and social care. * The Performance Analyst will manage the analysis and collection of data and produce specific information that assists the Government, the public sector and other care providers in delivering and improving health and social care services and shaping policy.
* The Performance Analyst will also inform external customers about NHS healthcare activity and local authority social care and public health activity. This information is used by a wide variety of customers (including DH, NHS, external) to monitor trends, shape future policy and plan resource requirements.
* The post holder will be an experienced analyst and will be involved in prioritisation, definition and interpretation of customers’ requirements, expert analysis, user support, team working skills and system design and development opportunities.
* The Performance Analyst will support their Manager by managing a large component of the section. They will have a lead role in delivering statistical services and undertaking the development of health information analyses, which support internal and external customers of NHS England. process.
 | **About the team** |
| **About NHS England**NHS England is the national information and technology provider for the health and care system. Our team of 2,700 information analysts, technology and project management experts create, deliver and manage the crucial digital systems, services, products and standards upon which health and care professionals depend, working in partnership with both national and local organisations. Our vision is to harness the power of information and technology to provide better health and care. |
| **Performance Analyst – Band 8a**  |
| **Knowledge****Essential*** Experience of identifying and managing areas where there are shared and conflicting agendas.
* Experience and broad knowledge of one or more digital analytics products, such as Adobe Analytics, Google Analytics or Webtrends, including the end to end process of tagging a web page with analytics code and utilising tag management techniques.
* Able to communicate effectively with both external and internal customers and colleagues to understand the work required and present or explain work completed.
* Ability to manage a small team and prioritise own and staff’s work in line with organisational priorities.
* Experience of overseeing an analytical service including the regular production of statistical products.
* Able to understand the difference between user needs and desires of the user and has experience in meeting user needs across a variety of channels.

 **Desirable*** Ability to formulate long term strategic plans, with reference to the impact on other teams and organisational priorities, e.g. an annual cycle of work.
* Specific knowledge of PowerBI or equivalent business intelligence software
* Experience of overseeing an analytical service including the regular production of statistical products.
* Broad knowledge of professional standards (including Code of Practice for Statistics, General Data Protection Regulation and Freedom of Information Act) and their application.
* Broad knowledge of the UK Data protection act of 2018 (GDPR) and how it applies to data processing, performance reporting and handling user information.
* Broad knowledge of web log data and interrogation tools such as Splunk
* Broad understanding of agile project management techniques
* Broad understanding of the Data Development Lifecycle
* Broad knowledge of quality assurance methodologies

**Skills and Experience****Essential****Communicating analysis and insight:** * Broad knowledge of data analysis and using visualisation to create compelling evidence-based and actionable data stories to share with stakeholders to drive decision making across the organisation.
* Presents, communicates and disseminates analysis and recommendations effectively, appropriately and with high impact.

**Performance measurement:** * Broad experience or skill of developing a digital performance management framework including using specialist digital key performance indicators (KPIs) to tell a story on a service or product.
* Provides the intelligence to support the formulation of both short-term and long-term strategic plans. Is able to identify and analyse options and assess their feasibility and operational impact.
* Ensures that business solutions are aligned with strategy, business goals and end user needs.

**Undertaking analysis and providing insight:** * Able to lead on efficient data manipulation strategies and/or visualisation techniques/software to a high standard to turn data into valuable insight for products and services.
* Broad knowledge of tools to identify and apply the most appropriate analytical techniques to bring different sources together to tell a story
* Broad experience and skills in using one or more of the available Data Visualisation tool, e.g. Tableau, PowerBI, Adobe analytics, Google charts etc.
* Collects, collates, cleanses and interprets data to derive meaningful and actionable insights
* Involves teams in analytics to increase consensus and challenge assumptions

**Verification and validation of data and analysis:** * Broad knowledge of at least one web analytics software package (e.g. Adobe Analytics, Google Analytics, Webtrends etc.)
* Broad knowledge of Entity mapping concept and product / service delivery lifecycle.
* Broad knowledge of quality assurance techniques to apply to delivery on products and services and understanding of how to test and validate data and interpret the results
* Ensures data is fit for purpose

**Broad technical understanding (performance analyst)** - Ability to keep up to date with advances in digital analytics tools and data manipulation products in the industry.**Qualifications****Essential** * Education to a master’s degree level in a numerate discipline, or an equivalent level of knowledge
* Qualification or equivalent experience demonstrating proficiency of MS Office Applications (Word, PowerPoint, Excel & Outlook).
* Experience in using Jira and Confluence
* Able to contribute to decision-making throughout the Product and service lifecycle.
* Relevant Data analytics experience and experience working in a digital analytics role
* Able to understand and can identify who our users are and understand their needs based on analytical evidence derived from aggregated performance data.
* Able to understand and work within the given constraints (including but not limited to technology, policy, regulatory, financial, legal, social, user constraints) and to challenge constraints that can be changed while working with superiors to implement the change.
* Can understands the importance of analysis to user-centred design and work with other professions that are focused on user centred design (e.g. user research, user experience, content, design, business analysis).

 **Desirable*** Agile practitioner course completion or web/digital qualification at foundation level
* Specific knowledge of Adobe Analytics Workspace and Adobe Launch Tag Manager
* A very good understanding of the different phases of product delivery and can plan and run the analysis for these phases
* Some experience with using one or more analytical languages would be an added advantage, e.g. SAS, Python, Pandas or R etc.
* Understands the different phases of product delivery and able to contribute to decision-making throughout the Product lifecycle
* Experience in integrating digital analytics with qualitative data, such as user surveys and user research, to develop hypotheses for testing.

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| **About the Benefits** |
| **The Opportunities** * You’ll be part of a research-led team of digital and healthcare experts working to transform digital health and care
* You’ll build up a strong portfolio of experience delivering with multi-disciplinary agile teams
* You will benefit from a real commitment to your personal and professional development. A twice yearly Performance Development Review process focuses upon your professional competencies and identifies opportunities for improvement.
* Our staff use the Civil Service Learning portal which allows access to the best training courses across government.
 | **The Terms and Conditions*** A competitive salary.
* Flexible working applications considered.
* Family friendly benefits.
* Annual leave starting at 27 days per annum plus statutory bank holidays rising to 33 days with service.
* An excellent contributory pension scheme.
* NHS England operates on a flexible assignment model allowing people to move between programmes and services to gain broader experience and delivery organisational priorities as such this role description is an initial assignment.
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