NPS Job Description (JD)

NPS Band 3

Directorate: National Probation Service/ Performance and Quality Team

Job Description: Performance Analyst

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Job Title	Performance Analyst
Directorate	National Probation Service
Band	3

Overview of the job	The post holder is a member of the Performance and Quality Team within the Business As Usual team, supporting them with the provision of high quality management information tools and providing a flexible analytical resource to meet their requirements.
Summary	Supports the Performance and Quality Manager and Officers (2 -4) who work with LDU clusters to ensure performance and delivery to agreed targets. This includes identifying local performance and quality issues, and developing a programme of quality operational practice and improvement to meet the needs of the division, and HMPPS priorities. The Performance Analyst role is to work alongside the P & Q team, their responsibilities will include: • Developing new business intelligence, tools and reports • Acting as Account manager for analytical requests from NPS division, ensuring understanding of requirements and translating these into analytical work • Developing strong working relationships within the team and with other stakeholders • Development and maintenance of management information dashboards for use within NPS directorate and division • Responding to ad hoc analytical requests ensuring these are translated into efficient reports • Assisting the preparation and delivery of training programmes
Responsibilities, Activities & Duties	The job holder will be required to carry out the following responsibilities, activities and duties: **Support Service Delivery Quality Improvement and Practice Development** • Support organisational vision and strategies as regards quality improvement within the LDU clusters • Support the development and implementation of systems for reviewing and assessing effective practice within the LDU clusters, including data audits and flow charting techniques • Promote a culture of innovation and continuous improvement **Performance management within the LDU Clusters** • Support performance management of LDU clusters within the division through the provision of information • Identify opportunities for performance improvement through analysing trends within LDU clusters • Support the implementation of performance plans within LDU clusters and monitor their effectiveness through the provision of appropriate monitoring tools • Work with PQO colleagues to share good practice **Quality Management** • Support continuous quality improvement • Implement best practice initiatives internally • Develop tools to assist with monitoring compliance with quality systems **Develop Team and Partnership Working** • Be responsible for establishing effective working relationships with other teams and with colleagues • Provide information to colleagues where required

	• Provide a business partnering service where required • Support a performance and quality-focused organisation **Plan and organise** • Support manager with the provision of reports and analysis for SLA review meetings around performance. Develop action logs where appropriate • Share knowledge and good practice to inform the continual improvement of service delivery **Use communication effectively** • Providing information, feedback and advice • Influencing and persuading • Participate in meetings as appropriate using appropriate skills, styles and approaches **Enhance your own performance** • Manage own resources and professional development **Use information to support decision makers** • Liaise with staff to receive, collate and analyse information, compiling reports as necessary • Develop and utilise data to identify trends and issues • Comply with systems for the exchange of sensitive information, data and intelligence **Manage Diversity and Quality** • Support a culture and systems that promote equality and value diversity • Implement the diversity policies of the service and consult the Equalities and Diversity Unit as appropriate **Manage Projects** • Enable an effective approach to project and process evaluation through provision of suitable analytical tools • Enable others to carry out project management roles • Maintain effective communication with project stakeholders The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alternations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation scheme and shall be discussed in the first instance with the Job Holder.
Behaviours	• Changing and Improving • Delivering at Pace • Working Together • Managing a Quality Service • Making Effective Decisions
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	Demonstrate experience of stakeholder management, demonstrate experience of maintaining information & administrative systems including databases, and experience of quality systems and implementing quality improvement initiatives
Technical requirements	NVQ Level 3 or equivalent in a relevant subject (or appropriate practical experience). Microsoft: Word, Excel, Access, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes).

Ability	

Minimum Eligibility	
	• All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.

Hours of Work (Unsocial Hours) Allowances	

Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8.	Ability	Experience	Technical
Changing and Improving			Experience of stakeholder management	NVQ Level 3 or equivalent in a relevant subject (or appropriate practical experience)
Delivering at Pace			Experience of maintaining information & administrative systems including databases,	IT Skills; Microsoft: Word, Excel, Access, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)
Working Together			Experience of quality systems and implementing quality improvement initiatives	
Managing a Quality Service				
Making Effective Decisions				