



UTTLESFORD DISTRICT COUNCIL

Business Information and Performance Analyst x 2 Contracts, Performance and Risk Team

37 hours per week

Salary Grade 7 - £34,723 to £37,261

Uttlesford District is consistently identified as one of the best places to live in the UK. We're ideally located, with easy access to London and Cambridge and an international airport on our doorstep, and yet, the district still retains its rural character, alongside its market towns and villages.

We are seeking two enthusiastic, highly motivated Business Information and Performance Analysts to join a new team that is currently being established. This is an exciting opportunity for the successful applicants to be key contributors to shaping and developing this new team and provides a varied range of activities.

The team will have responsibility for the collation and preparation of high quality, timely and accurate management information. This will include service planning, regular benchmarking of services across the Council and supporting the reviewing and monitoring of all contracts, ensuring a high standard of contract management is maintained.

It is essential that you have a 'can do' attitude, be self-motivated, flexible, take responsibility for a varied workload, be an effective communicator and committed to team working.

Full training on all aspects of the role will be provided for the successful applicant(s).

Working for the Council offers a high level of flexibility, a good work-life balance and the support and opportunity to achieve your potential.

Benefit package for the above post includes:

- Hybrid Working
- Flexi-time
- Paid holidays
- Contributory Local Government Pension Scheme
- Employee Assistance Programme
- Volunteering opportunities
- Vine extras – Employee discount scheme

A full driving licence and access to a car for work is essential. From time to time, there may be a requirement for some out of hours working.

For an informal discussion please contact Adrian Webb, Director of Finance and Corporate Services on 01799 510421

Please apply online via our recruitment link <https://www.uttlesford.gov.uk/jobs-careers>

The closing date for completed applications is Sunday 4 December 2022.
Interviews will be held during week of 12 December 2022.

CVs will not be accepted.

Uttlesford District Council is an inclusive employer and we welcome applications from all. We are proud to be a Disability Confident employer and guarantee an interview to anyone disclosing a disability whose application meets the minimum criteria for the post.

Uttlesford District Council operates hybrid working with the option to work from home or book a hot desk in one of the council's offices. Homeworkers will be required to attend in person meetings at times. However, these working arrangements will be discussed and agreed with you by your line manager.

UTTLESFORD DISTRICT COUNCIL

JOB PROFILE

Designation: Business Information & Performance Analyst

Salary: Grade 7 SCP 28-31 refer to HRP33 for latest salary

Directorate: Corporate Services

Section: Contracts, Performance & Risk

Reporting to: Contracts, Performance and Risk Manager

Located: London Road Saffron Walden, Walpole Meadows Stansted; Little Canfield Business Park OR such other place of employment in the service of Uttlesford District Council as required

Responsible for: n/a

OVERALL PURPOSE OF POST

(Summarise in no more than two or three sentences)

1. To provide high quality, timely, accurate management information and analysis for services across the Council.
2. To monitor, review and support managers in all aspects of contract management.
3. To collect, challenge and prepare high quality, timely, accurate performance and risk information for services across the Council.
4. Regularly benchmark Council services with near neighbours and statistical near neighbours.
5. To proactively identify performance issues, analyse data from multiple sources to identify root causes and recommend solutions.
6. Assist with the development, implementation and monitoring of the Council's service planning process

JOB DESCRIPTION

Key Responsibilities

1. Support the Contracts, Performance and Risk Manager in the day-to-day management of the leisure PFI contract.
2. Work with procurement colleagues to maintain a contracts and partnerships register and ensure all contracts are proactively managed, monitored and reported by the

relevant service, including by advising and coaching colleagues in services on how best to manage their contracts and partnerships

3. Assist with the co-ordination of the development and implementation of the Council's performance management framework, ensuring the timely and accurate reporting of data to senior officers and Members. Advise and coach colleagues in services on how best to develop and deliver a continuous improvement culture in their approach to performance management.
4. Assist with the management of the Council's performance management system (currently Pentana), ensuring all data is up-to-date, fit for purpose and accurate.
5. Monitor and report regularly on performance indicators, corporate plan objectives, special projects and improvement plans to ensure performance is on track and remedial action is taken where necessary.
6. Assist with the ongoing development of the Council's risk management function, working with the Contracts, Performance and Risk Manager and Corporate Management Team on the identification of new strategic risks and ensuring timely and accurate reporting of the council's Corporate Risk Register to senior officers and members.
7. Work with Senior Management Team members to embed risk management as an integral part of their management responsibilities.
8. Assist with the planning and implementation of the Council's service planning processes, ensuring essential links to both the corporate planning and budget preparation processes are established and maintained.
9. To regularly benchmark services across the Council to support the identification of opportunities and challenges at times of budget setting.
10. To be part of the team responsible for Business Process Re-engineering (BPR) within the Council.

The above duties and responsibilities give a broad outline of the functions of the post. However by necessity, these duties must be approached in a flexible manner to accommodate the changing needs and demands of the service provided by Uttlesford District Council. The post holder will be expected to adapt to changing circumstances and therefore the outline of duties may change from time to time.

OPERATING ENVIRONMENT

The post holder will be expected to follow the council policies and procedures and act in a flexible, co-operative and professional manner at all times, assisting colleagues to provide an effective and efficient service delivered economically. The post holder will also be expected to operate within corporate standards of performance and security. In addition the

post holder will be expected to contribute to the general tidiness and housekeeping of their section and ensure a safe working environment is maintained.

PERSON SPECIFICATION/SELECTION CRITERIA

The following person specification lists the criteria that have been agreed for the person we are seeking to recruit. These criteria will be used for the shortlisting. **It will help your application, therefore, if you can provide information on the application form of your experience ability to meet the criteria** either through your previous employment, social activities or in the home.

1. Knowledge

Working knowledge of contract management and monitoring
Working knowledge of performance and risk management tools and techniques
Working knowledge of services provided by the Council and the management structure that supports these services

2. Skills

Ability to develop effective working relationships with partners in the public and private sectors
Ability to organise, manage and prioritise a variety of tasks and work activities to prescribed deadlines
Self-motivated with the ability to work on own initiative, as well as part of a team, and work without constant supervision
Excellent written and verbal communication skills, including the ability to produce high quality material such as correspondence, reports and presentations
Coaching, advising, consulting and training skills in the areas of the posts' expertise.
Excellent IT skills (including working knowledge and use of Microsoft Office) and competent in the use of other in-house database systems
Good interpersonal skills to ensure effective communication and the ability to influence staff, elected members and partners
Resilient with a willingness to challenge and seek to improve services even where resistance is met.

3. Experience

Able to demonstrate the ability to work under pressure when dealing with conflicting workloads
Experience of developing and managing performance indicators and performance data
Experience of contract management
Evidence of successful team working arrangements
Evidence of the ability to carry out diagnostic analysis and the ability to prioritise and manage work according to priority
Evidence of an understanding of service improvement requirements

4. Qualifications/Training

Educated to at least O Level/GCSE level
Exposure to, or experience of, contract management and key performance measures

5. Circumstances

Willing to work flexibly to meet service requirements

Willing to work evenings, including attendance at evening meetings when required
Hold valid driving licence and be able to use own vehicle for work purposes

Non-Line Manager Core Accountabilities

- Understand the needs of your customers and deliver the best possible outcomes through exemplar behaviour in accordance with UDC's Values and Behaviours
- Work flexibly and collaboratively across structural boundaries in support of key outcomes
- Identifies where changes are needed and helps make them happen
- To contribute to development or organisational capability by taking ownership of your own training and development, including identifying and taking part in training and development activity and responding to feedback on performance
- Take responsibility for identifying and actioning areas of risk including Health and Safety and Business Continuity

Safeguarding

Uttlesford District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all employees and volunteers to share this commitment.

Role Requirement:

This role does not require a DBS (CRB) check.

Pre-employment Checks appropriate to this Job Profile

Uttlesford District Council (UDC) is committed to ensuring all recruitment is undertaken fairly, effectively, safely and in accordance with legislation.

Effective date:

March 2022

VALUE: ACHIEVING HIGH PERFORMANCE	
REQUIRED BEHAVIOURS	
ENTHUSIASTIC	<ul style="list-style-type: none"> • Creates and maintains a positive work ethic while striving to get the job done • Shows pride in what they do
SUPPORTIVE	<ul style="list-style-type: none"> • Identifies where changes are needed and helps make them happen • Learns from experience/mistakes
PROBLEM SOLVING	<ul style="list-style-type: none"> • Adopts a proactive and positive approach to solving problems • Produces innovative ideas, thinks 'outside of the box'
FLEXIBLE	<ul style="list-style-type: none"> • Promotes and embraces change, is open to new ways of working
VALUE: RESPONDING TO CUSTOMER NEEDS	
REQUIRED BEHAVIOURS	
CUSTOMER FOCUSED	<ul style="list-style-type: none"> • Open and honest in communication with internal and external customers; shows courtesy and respect • Demonstrates required behaviours to meet all Customer Charter promises above and beyond specified requirements • Conducts themselves in a professional manner, promoting the council's reputation
RESPONSIVE	<ul style="list-style-type: none"> • Understands and responds to customer needs • Actively seeks feedback to improve customer service • Proactively works to progress new ways of working to improve customer service
VALUE: WORKING TOGETHER	
REQUIRED BEHAVIOURS	
VALUING OTHERS	<ul style="list-style-type: none"> • Treats everyone fairly, with respect and dignity, responding sensitively to individuals • Shows respect for the values, experience, contribution or work of others
TEAM WORKING	<ul style="list-style-type: none"> • Develops team working in service area and across the council and strives to maintain a high level of motivation • Works across service areas to attain common goals • Encourages others to input ideas and opinions and responds to good suggestions
OPEN/HONEST	<ul style="list-style-type: none"> • Open and honest in communication, seeking and giving regular feedback
DEVELOPING OTHERS	<ul style="list-style-type: none"> • Shares job knowledge and skill willingly with other employees to help them or assist in their development
RECOGNISING SUCCESS	<ul style="list-style-type: none"> • Acknowledges success/achievements of others in the organisation

**UTTLESFORD DISTRICT COUNCIL
BUSINESS INFORMATION AND PERFORMANCE ANALYST
BASIC TERMS and CONDITIONS OF EMPLOYMENT**

PRE-EMPLOYMENT MEDICAL	Appointment is subject to a Pre-Employment Medical Clearance.
SALARY (Per annum)	<p>Grade 7 Spinal column points:</p> <p style="padding-left: 40px;">28 £34,723 29 £35,411 30 £36,298 31 £37,261</p> <p>Salary is paid on the 23rd of the month by credit transfer directly into the bank or building society of your choice.</p> <p>Incremental progression within your pay band is effective subject to satisfactory performance as measured through our appraisal system and if your start date is such that you are still under probation on 1 April, you will not be eligible for an incremental rise until the following year.</p>
PENSION	<p>The Pension Scheme applicable to your employment is the Local Government Pension Scheme (LGPS) and all new employees who are contractually eligible for membership will be made a member of the main scheme. The pension contributions for your pay band is 6.5% (employee) and 20.2% (employer), this is deducted at source. You may opt out if you wish but you cannot before starting employment. You must obtain the opt-out form directly from the LGPS Administering Authority, Essex Pension Fund https://www.essexpensionfund.co.uk</p>
ANNUAL LEAVE (Per Annum)	<p>Basic annual leave is 170 hours (proportionate for the current leave year) rising to 192.5 hours after 5 year's continuous local government service, plus 15 extra statutory hours leave; the timing of which is reviewed annually.</p> <p>All leave and statutory hours are proportionate to the current leave year</p>
HOURS	37 hour
PROBATION	There is a six month period of probation for all new employees.

Please note: the details set out above are for information only and do not constitute an offer of employment.