

Job Title:	Performance & Data Analyst	Date:	22/07/2022
Reporting Line:	Contract Manager	Salary:	£32,798.00 - £36,371.00 (Grade 7)
Team:	Contract Management Team	Business Area:	Waste and Resource

JOB PURPOSE

To provide performance and data management services including the maintenance of the Authority's principal information systems for performance tracking and reporting.

KEY RELATIONSHIPS

- Elected Members;
- Officers and staff of the Authority;
- Representatives of local authorities (Districts);
- Waste management service providers;
- External bodies and agencies;
- Voluntary agencies;
- Members of the public.

KEY RESPONSIBILITIES

- Providing performance information and data management, including:
- Collating, interpreting and analysing performance data
- Validating tonnage data for invoice verification
- Monitoring of contractual and other waste management related data
- Maintenance of Waste Management Information Systems (including Waste Data Flow)

- Preparation of performance information and reports for internal management, the Authority, Waste Collection Authorities and external agencies.
- Ensure that all performance data is accurate, up to date and timely (including meeting all deadlines).
- Set up and maintain the appropriate controls and management information systems.
- Integrate data and information management into the overall GMWDA performance management framework.
- Interpret, analyse and compare data (including benchmarking) to provide key management information.
- Develop appropriate performance measures.
- Fully document the management information systems and procedures so that all information is controlled and fully understood between all stakeholders.
- To prepare performance information and assist in the preparation of performance reports and data verification.
- To develop and maintain electronic administration systems for the contracts to ensure all records are organised and up to date.
- To monitor tonnage data for all contracts and waste streams, tracking and interpreting trends and advising the Contracts Manager of the implications.
- Act as lead officer in setting up appropriate Contract Services' governance arrangements (meetings, protocols, reporting) with District; external bodies and other partners.
- To assist the Contracts Manager in co-ordinating the activities of the Authority, its partners, service providers and District authorities towards the achievement of improved waste/resource management through identification of best practice.
- To facilitate the sharing and transferal of best practice in waste/resource management, to contribute to the delivery of the objectives of the Waste Strategy and Corporate Plan and the Contracts.
- Establish close working contacts and relationships with Contractors and Districts, both at a personal level and for data sharing.
- Progress chase the provision of management information from Contractors and stakeholders.
- Ensure that all data is fully auditable, indexed, stored and retrievable.
- Write clear and concise reports for internal management and external stakeholders.
- Set up the appropriate systems and feedback mechanisms to share information with Contractors and Districts, including the use of electronic media.
- Represent the Authority at appropriate meetings, both internal and external.
- Provide the appropriate training, advice and guidance to all stakeholders involved in the flow and provision of data.
- Undertake any other duties of a similar nature which may be assigned from time to time and

commensurate with the level of the post.

- Accountable for ensuring the H&S responsibilities against the role are met.

KNOWLEDGE, SKILLS AND EXPERIENCE

Knowledge & Experience

- Educated to Degree or equivalent professional qualification
- Appropriate information management qualification
- 3 years experience of collating, interpreting and analysing performance data
- Experience of working in Waste Management

Skills & Behaviours

- Significant computer skills, including proficiency in the use of spreadsheets and databases and developing appropriate management reports Excellent communication, both written (proficient in writing reports) and verbal
- Significant experience of Microsoft Office software such as excel
- Experience of using information management systems
- Experience and knowledge of working with performance management frameworks and supporting systems
- Knowledge of Microsoft VBA or other coding/programming techniques
- Ability to collate, interpret and analyse data and information and present it in a clear concise way
- Ability to write comprehensive procedural notes
- Experience of prioritising workloads in order to meet strict deadlines
- Able to form good working relationships with others
- Experience of establishing work systems and procedures
- Commitment to delivering a professional service to the highest quality possible within available resources
- Awareness of IT solutions to data management, including storage and retrieval
- Methodical with an attention to detail and accuracy
- Excellent communication, both written (proficient in writing reports) and verbal

- Excellent administrative and organisational skills
- Flexible, innovative and persuasive approach
- Ability to work under pressure and to tight deadlines
- Ability to liaise effectively with staff at all levels and with contacts outside the Authority
- Ability to manage and prioritise workloads, projects and resources
- Ability to work on own initiative
- Confidence to challenge existing practices
- Responds to opportunities in a manner that is enthusiastic and demonstrates interest
- Enjoys attention to detail and analysing complex data

Corporate Duties

Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to staff and pensioners.

Refrain from smoking in any areas of Service premises.

Behave in a manner that ensures the security of property and resources.

Abide by all relevant Service Policies and Procedures.

Records Management/ Data Protection - As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Confidentiality and Information Security - As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality - All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

Health and Safety - All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service's undertakings.

Service Policies - All GMCA employees must observe and adhere to the provisions outlined in these policies.

Equal Opportunities - GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background