 **Job Description**

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| **Job Title:** | Performance and Monitoring Assistant |
| **Grade:** | Grade 4 (£19,819 - £21,693) |
| **Responsible to:** | Corporate Strategy Manager |
| **Responsible for:** | n/a |
| **Hours of Duty:** | 36 (flexible working options available) |
| **Qualifications Required:** | **Desirable:** Educated to A Level or NVQ |

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| **Purpose and Objectives of Post:** |
| To support the organisation’s performance needs, ensuring the accurate monitoring, analysis and reporting of statistics, performance measures and outcomes across the organisation. |

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| **Duties and Responsibilities:** | |
| The duties listed below together with such other duties falling within the purview of the post as may be required. | |
| 1 | To manage the regular collection of data from across the organisation, ensuring data is reported in a timely and accurate manner. |
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| 2 | Monitor the achievement of key performance measures and outcomes within various plans, including monthly operational information and targets related to grants and external funding. |
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| 3 | To collate, input and analyse management information required for reporting on performance and targets on a regular basis. |
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| 4 | To produce regular and ad hoc reports from various Management Information Systems including Gladstone MRM, Civica and Tableau amongst others. |
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| 5 | To collect, analyse and disseminate performance information to managers to enable informed decisions to be made. |
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| 6 | Co-ordinate the production, design and distribution of performance reports, ensuring all reports are accurate and relevant. |
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| 7 | Provide the Corporate Strategy Manager with assurance that all data is quality checked and accurate. |
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| 8 | Provide training to ensure staff understand and can interpret performance information they are provided with. |
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| 9 | Work with the IT Systems Team to support the planning and implementation of new software systems and software updates related to the Management Information Systems. |
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| 10 | To assist the Corporate Strategy Manager in the business planning process and formation of strategies. |
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| 11 | To design, undertake and report findings from quantitative and qualitative research using a variety of methodologies. |
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| 12 | To be responsible for collating and reporting on customer surveys, comments and compliments utilising software systems. |
| 13 | Research information from a variety of sources and handle information requests from internal and external colleagues and managers. |
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| 14 | Work with the Marketing Team to set up mailing lists for specific campaigns and communications, ensuring customer records are accurate and data protection guidelines are adhered to. |
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| 15 | Support other corporate functions where required. |
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| 16 | To undertake such additional duties as are reasonably commensurate with the level of this post. |
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| **Corporate Responsibilities:** | |
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| 1 | To ensure the service is promoted efficiently, effectively and in keeping with the Corporate image. |
| 2 | To ensure high levels of professional conduct at all times with particular adherence to SCL’s behaviours. |
| 3 | SCL expects all its employees to have a full commitment to the SCL`s Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL. |
| 4 | The post holder must carry out their duties with full regard to the SCL’s Equal Opportunities and Health and Safety Policies. |

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| **Review Arrangements** |
| The details contained in this job description, particularly the principal responsibilities, reflect the job content at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individuals’ jobs will change; existing duties may be lost and other duties gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this job description from time to time and will consult regarding such revisions with the post holder at the appropriate time. |

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| Date, Job, & Description Prepared/Revised: | August 2018 |
| Prepared by: | Samantha Sandford |
| Agreed by post holder (print name) |  |
| Post holder signature: |  |



**PERSON SPECIFICATION**

**POST: Performance and Monitoring Assistant – Grade 4 (£18,870 - £20,541)**

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| **ESSENTIAL REQUIREMENTS** | | | **Assessment Criteria** |
| **Skills** | | | |
|  | | Numerate with excellent analytical skills and attention to detail | AF |
|  | | Excellent IT skills with considerable experience of working with Microsoft Office Excel | AF/T |
|  | | A natural flair for understanding and learning new systems | AF/I |
|  | | Able to analyse and evaluate complex information and identify trends and anomalies that inform business decisions | AF/T |
|  | | Able to manage a varied and demanding workload with the ability to work under pressure and be confident using your initiative | AF/I |
|  | | Excellent administration skills and ability to write formal and informal reports | AF/T |
|  | | Strong interpersonal skills with the ability to communicate with people at all levels | I |
|  | | Ability to work flexibly as part of a team | AF/I |
| **Experience & Knowledge** | | | |
|  | | Experience of data collection, analysis and evaluation to meet business needs | AF/I |
|  | | Experience of monitoring projects and targets | AF/I |
|  | | Experience of designing quantitate and qualitative questionnaires | AF |
|  | | Knowledge of the principles of data protection and GDPR | AF |
|  | | Experience of designing and setting up monitoring procedures and systems | AF/I |
| **Behaviours** | |  |  |
|  | | Professional | I |
|  | | Respectful | I |
|  | | Knowledgeable | I |
|  | | Passionate | I |
|  | | Solutions Driven | I |
| **DESIRABLE REQUIREMENTS** | | | **Assessment Criteria** |
| **Skills** | | | |
|  | Excellent presentation skills | | AF/T |
|  | Ability to check and challenge data | | AF/T |
|  | Able to interact with a wide range of people | | I |
|  | Full driving licence | | C |
| **Experience & Knowledge** | | | |
|  | | Educated to A Level or NVQ | C |
|  | | Knowledge of strategic planning and performance management | AF |
|  | | Experience of presenting data to a wide range of audiences | AF |
|  | | Experience of using Management Information Systems, including Gladstone MRM and Tableau | AF/I |
|  | | Experience of using Survey Monkey | AF |
|  | | Knowledge and interest in the leisure and cultural sector | AF/I |

**NOTE TO APPLICANTS:**

Please demonstrate in your application how you feel you meet the above requirements

**KEY:** I = Interview, C = Certificate, AF = Application Form, T = Test