

JOB DESCRIPTION

JOB TITLE:	Senior Performance Analytics Manager
MANAGED BY:	Head of Performance
GRADE:	G12

BACKGROUND

The West of England Combined Authority is seeking to appoint a performance analytics manager to join the strategy and innovation team.

This is an exciting time to join the West of England Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

Come and help shape the future of the West of England, a place so many people are proud to call home.

THE ROLE

Working in the Corporate Performance Team and wider Strategy and Innovation directorate the Senior Performance Analytics Manager will play an important role in delivering the Metro Mayoral priorities by driving a consistent and collaborative, organisation-wide approach to managing performance - enabling impact and value to be evidenced, influencing regional investment and ensuring positive outcomes are realised for people, communities and the regional economy.

As the successful candidate you will have a mix of technical expertise and collaborative leadership skills. Seen as an expert in Power BI or similar, you'll be working flexibly with colleagues across the organisation and with external delivery partners, to lead on the implementation of a new technical solution to managing performance that drives efficiency, provides assurance and enables confident evidence-led decision making. As part of the wider data community you will also be working to maximise the analytic and strategic potential of performance data across the MCA and improve organisational data literacy.

This is a new role within a newly established corporate performance team. It presents an exciting opportunity to shape the way performance is managed and how data and analytics is used across the Mayoral Combined Authority (MCA).

KEY RESPONSIBILITIES

Lead the design, development and roll-out of a new technical solution for managing performance across the MCA.

- Collaborate with all MCA stakeholders, internal and external, to understand performance reporting and analysis requirements and translate those requirements into technical specifications
- Identify data sources in liaison with both MCA colleagues and external delivery partners such as Local Authorities (LAs)
- Lead on implementing solutions to challenges with data quality, accessibility or availability, working with IT colleagues and delivery partners to build automated data pipelines
- Develop a suite of dynamic corporate performance reports using creative visualisations supported by insightful narrative that brings data to life for a variety of audiences including the Mayor, Committees, Boards and Corporate Leadership Team.
- Ensure performance reporting enables the MCA to monitor and meet its statutory requirements in relation to spending and evidencing the impact of funding, helping to ensure that future funding is secured.
- Drive the principle of a golden thread from operational to strategic performance and embed a consistent approach to performance reporting, using expertise to coach colleagues across the business to evolve their existing performance management processes
- Work in collaboration with the risk management team to ensure risk and performance reporting and analysis are fully integrated

Influence colleagues and political leaders to use performance data to drive action and decision making:

- Manage the significant change in approach to performance management, and secure stakeholder support by training and mentoring colleagues and political leaders to confidently navigate and gain insight from performance data and reports.
- Turn data into insight and, with a holistic overview of performance, take on the role of independent critical friend, drawing out headlines, identifying inter-dependencies and cross organisation risks or opportunities.
- Use reporting and analysis as the foundation for leading performance conversations with colleagues and senior leaders, influencing and steering action and identifying learning that informs operational, strategic and regional investment decisions in the short and long term.

- Champion a positive, transparent and supportive performance culture that focusses on learning

Drive performance and data maturity and improve organisational and partner data literacy by:

- Taking a leading and impactful role within the wider data community, sharing skills and knowledge and identifying opportunities for using more advanced techniques to enable predictive and prescriptive performance analysis
- Driving continuous evolution of the performance and analytics tools and service, maximising the potential of new technology and data solutions, always striving to improve automation, efficiency and effectiveness.
- Influencing and improving relationships with LAs and other delivery partners by leading on the development of cross-partner performance reporting and data solutions that minimise effort and maximise value

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Educated to degree level (ideally with analytical component) or evidence of continuous professional development in a related field
- Knowledge of advanced data visualisation and analytics tools and techniques
- Knowledge and applied understanding of the importance of data quality, governance and ethics
- In depth understanding of the purpose and benefits of business performance management
- Understanding of the nature and purpose of a public sector organisation
- Understanding of key local government politics, political structures and culture

Experience

- Proven track record of delivering dynamic data visualisation and analysis solutions using MS Power BI or similar
- Significant experience of implementing and driving organisational performance management frameworks within a complex, multifaceted environment
- Experience working in a cross-organisational role and leading organisational change
- Confident in delivering training and coaching to a diverse range of stakeholders using a variety of methods
- Experienced in working with a wide variety of data sources and confident in translating complex data into actionable insights for a variety of stakeholders

Skills and Competencies

- Ability to bring data to life for a diverse range of stakeholders, creating meaningful insight, identifying risks, highlighting opportunities and driving improvement
- Ability to work at both operational and strategic level to gain a holistic in-depth

understanding of an organisation

- Engaging and diplomatic communication and negotiation skills with the ability to build successful relationships, gain buy-in at all levels and lead people through change
- Ability to deal with a range of often conflicting views
- Proactive, solution focussed and resilient

DESIRABLE

- Knowledge of data engineering practice, specifically in creating data pipelines from source
- Experience of working with external delivery partners, specifically Local Authorities

REWARDS AND BENEFITS

Alongside a competitive salary, we offer an excellent benefits package including:

- 26/31 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.

We have recently moved into a new bright, airy, modern office space, with all the latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer

Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £15.17 - higher than the government minimum for over 23s, currently £10.42 per hour



It also means that anyone who provides services to, or has contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and Combined Authority, such as cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.

WE ARE A FOUNDING MEMBER OF THE GOOD EMPLOYMENT CHARTER

We're proud to have been accredited as a founding Member of the West of England Good Employment Charter.

The [Good Employment Charter](#) is a voluntary membership and accreditation scheme aimed to create an active network of employers within the West of England that are committed to supporting the basis of 'good work'. The Good Employment Charter is defined by seven key characteristics of good employment: recruitment, secure work, Real Living Wage, developing people, health & wellbeing, flexible work and engagement & voice.

