

Job Title	Performance Analyst
Grade	C
Function	Performance Practice
Job Purpose	To drive performance improvement and organisational learning across the organisation. The role will do this through the design, extraction, analysis, and presentation of information for decision makers. The role will make information insightful, focused, and accessible and aligned with CQC's purpose and plans. This role enables CQC to demonstrate our impact.
Accountabilities and Responsibilities	<p>The post-holder will be within the wider Performance team made up of Risk, Assurance, Economics, Performance and Resources. They will have the opportunity to work across these areas on projects that have real impact on our organisation. For most of the time the post holder should expect to be involved in the areas of performance. The team will be aligned to matrix working meaning they may work directly with a specific area for a given period. There will be opportunities to gain exposure and skills across all the areas of work.</p> <p>Accountabilities are:</p> <ol style="list-style-type: none"> 1. With Performance Analyst colleagues, designs, and defines management information and measures for use across the organisation. 2. With colleagues across the Performance function, maintains a register of performance and evaluation measures. 3. Undertakes regular reporting, analysis, and presentation of performance information to colleagues (from IAITs to senior leaders) that: <ul style="list-style-type: none"> • Aligns with our corporate plan and strategy. • Is joined up across the unit with Risk, Performance, Economics, Assurance and Resources. • Is insightful, focused, and accessible. • Drives decisions. 4. Triage and coordinate the generation and distribution of information to stakeholders. The role holder(s) are responsible for ensuring this is efficient and effective based upon all the information that is available to the team. 5. Proactively uses the information to identify performance variation at any level of the organisation.

	<ol style="list-style-type: none"> 6. Engages with stakeholders to understand what is driving variance from performance expectations. 7. Works with quality improvement colleagues to inform them of variation of performance. 8. Proactively supports quality improvement colleagues to enable improvement. 9. With users of information identifies improvements to measures and presentation and implements them 10. Identifies and works with others to correct known data quality issues affecting their information. 11. Promotes the use of our team's information and its alignment across the organisation. 12. Keep up to date with developments in information analysis and organisational data architecture and processes. 13. Acts as a performance expert advising teams on how they can 'self-serve' information or access other tools and management information to support their work. 14. Undertakes reporting or briefings for publication of external audiences, for example the Annual Report and Accounts or National Audit Office reports on our performance. 15. Role models inclusive behaviours in everyday interactions. 16. Promotes a culture of respect and fairness and understands personal responsibilities around delivering against CQC diversity and inclusion strategy. 17. Demonstrate competence and supports others to achieve behavioural excellence through our Success Profiles (Success Profiles) ensuring yourself and those you work with are the best that they can be. 18. Role models and supports others to instil our values into everything that we do.
<p>Skills and experience</p>	<p>Essential skills demonstrate the baseline that all applicants will be expected to meet:</p> <ol style="list-style-type: none"> 19. Statistical analysis 20. Extracting, handling, and manipulating data (minimum of advanced excel skills. Experience of other systems such as Power BI, Power Framework and VBA, are desirable) 21. Analytical Skills and Thinking in particular; examining variance and developing hypotheses, good communication skills, presenting information for decision making and working with others to make effective use of information. 22. Excellent organisational skills with the ability to prioritise work in a fast paced and flexible environment.

	<p>23. Using evidence to influence decision makers, including senior leaders.</p> <p>24. Great team worker</p> <p>25. The post holder will be educated to degree level or have equivalent experience</p>
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Values & Behaviours

Excellence

In my work for CQC:

- I set high standards for myself and others and take accountability for results.
- I am ambitious to improve and innovate.
- I encourage improvement through continuous learning.
- I make best use of people’s time and recognise the valuable contribution of others.

Caring

In my work for CQC:

- I am committed to making a positive difference to people’s lives.
- I treat everyone with dignity and respect.
- I am thoughtful and listen to others.
- I actively support the well-being of others.

Integrity

In my work for CQC:

- I will do the right thing.
- I ensure my actions reflect my words.
- I am fair and open to challenge and have the courage to challenge others.
- I positively contribute to building trust with the public, colleagues, and partners.

Teamwork

In my work for CQC:

- I provide high support and high challenge for my colleagues.
- I understand the impact my work has on others and how their work affects me.
- I recognise that we can’t do this alone.
- I am adaptable to the changing needs of others.