## Digital performance analyst

Digital Performance Analysts sit at the heart of [a team](https://www.gov.uk/service-manual/the-team), working to specify, collect and present the key performance data and analysis for their service. The post holder will be part of a revolution in the way in which government continuously measures, assesses, and improves performance in transacting with the public.

They support service managers by generating new and useful information and translating it into actions that will allow them to iteratively improve their service for users.

You will have excellent analytical and problem solving skills will enable you to quickly develop recommendations based on the quantitative and qualitative evidence gathered via [web analytics](https://www.gov.uk/service-manual/making-software/analytics-tools.html), [financial data](https://www.gov.uk/service-manual/measurement/cost-per-transaction.html) and [user feedback](https://www.gov.uk/service-manual/operations/helpdesk.html).

You will need to be confident in explaining technical concepts to senior civil servants with limited technological background. You will be comfortable working with data, from gathering and analysis through to design and presentation. Commercial experience of performance management is an advantage.

The main responsibilities of the post are to:

* support the [service manager](https://www.gov.uk/service-manual/the-team/service-manager.html) in ensuring that their service meets the performance requirements set out in the [Digital by Default Service Standard](https://www.gov.uk/service-manual/digital-by-default)
* communicate service performance against key indicators to the Cabinet Office and other senior stakeholders within the department
* ensure high quality analysis of departmental [transaction data](https://www.gov.uk/service-manual/measurement/cost-per-transaction.html)
* support the procurement of the [necessary digital platforms](https://www.gov.uk/service-manual/making-software/analytics-tools.html) to support automated and real-time collection and presentation of data
* share examples of best practice in digital performance management across government, contributing to the [Government Service Design Manual](https://www.gov.uk/service-manual)
* identify delivery obstacles to improving transactional performance within departments and working with teams to overcome those obstacles.

## Personal Specification - Competencies / Skills

SEEING THE BIG PICTURE

Essential

* Building on the inter-dependencies and relationships between teams to create a common purpose
* Clarifying and communicating team objectives, bringing a broader perspective to a team so that it can focus on different delivery approaches
* Co-ordinating and monitoring team performance, utilising team diversity to maximise effectiveness

Desirable

* Familiarity with the public sector and government processes

BUILDING CAPABILITY FOR ALL

Essential

* Valuing contributions from everyone, rewarding productive behaviour and promptly addressing any poor performance
* Ability to work in a diverse team of highly talented staff, from different disciplines and backgrounds.
* Using regular performance assessment to focus on the delivery of objectives and provide or gain timely and constructive feedback to agree development plans
* Ensuring equal access to learning and development opportunities to enable all people to realise their full potential

LEADING AND COMMUNICATING

Essential

* Strong communication skills; the ability to make extremely complex subjects clear and easy to comprehend.
* Excellent stakeholder management skills, and the ability to form strong collaborative relationships.
* Proposing ways in which communication and marketing can add creative and innovative impact

MAKING EFFECTIVE DECISIONS

Essential

* Identifying emerging performance issues or trends and proposing decisive strategic action
* Probing evidence to identify quick fixes and user needs for service improvements
* Analysing evidence from diverse sources to generate robust solutions and make timely decisions
* The ability to make sound judgements under pressure and competing demands.

DELIVERING AT PACE

Essential

* Ensuring efficient and effective use of resources to deliver programmes and projects on time, within budgets and to agreed quality standards
* Managing across boundaries to ensure delivery of benefits and sharing lessons learned

DELIVERING VALUE FOR MONEY

Desirable

* Experience of complying with government guidance on finance and procurement policies and applying procedures correctly
* Advising on future resource requirements and assessing the implications of changing demands

MANAGING A QUALITY SERVICE

Essential

* Investing time to understand customer and stakeholder expectations and priorities, developing services to meet those needs, including when they change
* Anticipating and managing problems, bringing issues and conflict into the open and taking pre-emptive action
* Identifying and introducing improved services to deliver customer and stakeholder requirements.

SPECIALIST SKILLS

Essential

* Familiarity with web technologies an advantage
* Familiarity with data analysis and visualisation tools an advantage, eg Google Analytics, Google Refine, Tableau, etc.