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# Performance Analyst

Government Digital Service

**Apply before 11:55 pm on Sunday 23rd February 2025**

GDS

### Reference number

388231

### Salary

£42,382 - £50,220

Based on capability. The base salary of this grade is £46,169 for London and £42,382 for other locations. Offers made above this will be made up with a specialist pay allowance

**Job grade**

Senior Executive Officer

**Contract type**

Permanent

**Business area**

GDS - Identity Services

**Type of role**

Digital

**Working pattern**

Flexible working, Full-time, Job share, Part-time, Compressed hours

**Number of jobs available**

2

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## Location

Bristol, London, Manchester

# About the job

## Job summary

The Government Digital Service (GDS) is part of the Cabinet Office. We're here to make digital government simpler, clearer and faster for everyone. . Our work is user-focused, dynamic and forward-looking, making our organisation an exciting and innovative place to work.

The GOV.UK One Login for Government Programme represents a once in a generation opportunity to simplify and widen access to all digital government services. Sitting at the heart of the government, we are building one simple, safe and secure way for users to Log in and prove who they are that will work across all government services.

GOV.UK One Login is being designed and built for the many, not the few. It will unite services across government, revolutionising the way government departments digitally interact with users. One Login will deliver an accessible and essential function that will change lives and help millions. We are an ambitious and visionary team so if you want to be at heart of this truly groundbreaking programme keep reading

The GOV.UK One Login programme is full of talented and passionate people who are consistently delivering high quality products for services and individuals. We're half way through our build phase and features are being shipped almost weekly as we work to mature our product set so that we can expand the range of services and departments benefitting from our work.

The right person will join a well motivated and dynamic multi disciplined delivery team working to deliver on our commitments and roadmap.

If you've got a background in software delivery and are used to working in a scaled agile environment then this could be the place for you!

Sometimes described as the most strategic programme in government, GOV.UK One Login represents a once in a career opportunity to work on a software product that will be used by the majority of the people living in the UK. It's a fast paced, dynamic and challenging environment that is sure to

offer you career satisfaction as well as a chance to develop and enhance your skills.

If this sounds like the next role for you on your career journey then we'd love to hear from you.

Find out more at the GDS [Blog](#).

## **Job description**

As a Performance Analyst in the Data and Analytics team you'll develop performance measurement frameworks and analyse the performance of One Login across products. You'll focus on web analytics (using GA4) and event logs (using AWS Redshift and Quicksight). Your insights will drive prioritisation, helping product owners to focus on features that work best for users.

You'll be proactive and work effectively in a multidisciplinary agile team to help them identify what success looks like, develop hypotheses, implement tracking, ensure data is accurate and significant and then provide analysis and actionable insight through effective storytelling and data visualisation.

### **As a Performance Analyst you'll:**

- deliver analysis to help product owners make decisions based on evidence
- measure and assess outcomes, for example, 'what success looks like',
- developing hypotheses and measurement frameworks

- collect relevant and accurate digital data by managing and developing digital analytics instrumentation - working with developers

- identify where user experience can be improved and working with teams to overcome barriers

- provide recommendations for action based on data in easily understandable and engaging ways - such as show and tells, blog posts, dashboards and other data visualisation methods

- contribute to the performance analysis community; assisting with training and knowledge transfer of digital analysis principles to wider audiences and expanding your own and others' data analysis skills

## Person specification

We're interested in people who have:

proven ability to conduct data analysis, using analytical tools and techniques with experience of providing and sharing analytical insight in a clear and concise manner

experience of measuring and assessing outcomes (for example, what good looks like and how it will be measured), developing hypotheses and measurement frameworks

helping stakeholders make decisions based on data evidence, providing recommendations for actions based on analysis of user behaviour

experience in digital analytics and hands on experience working with web analytics tools such as Google Analytics

experience with visualisation tools such as AWS Quicksight or Looker Studio

experience conducting data analysis within a data warehouse environment (such as AWS Redshift) using programme languages such as SQL

experience with version control methods/software and best practices such as GitHub

## Benefits

The benefits of working at GDS

There are many benefits of working at GDS, including:

flexible hybrid working with flexi-time and the option to work part-time or condensed hours

a Civil Service Pension with an employer contribution of 28.97%

25 days of annual leave, increasing by a day each year up to a maximum of 30 days

an extra day off for The King's birthday

an in-year bonus scheme to recognise high performance

career progression and coaching, including a training budget for personal development

paid volunteering leave

a focus on wellbeing with access to an employee assistance programme

job satisfaction from making government services easier to use and more inclusive for people across the UK

advances on pay, including for travel season tickets

death in service benefits

cycle to work scheme and facilities

access to children's holiday play schemes across different locations in central London

access to an employee discounts scheme

10 learning days per year

volunteering opportunities (5 special leave days per year)

access to a suite of learning activities through Civil Service learning

GDS offers hybrid working for all employees. This means that everyone does some working from home and also spends some time in their local office. You'll agree to your hybrid working arrangement with your line manager in line with your preferences and business needs.

Any move to Government Digital Service from another employer will mean you can no longer access childcare vouchers. This includes moves between government departments. You may however be eligible for other government schemes, including Tax Free Childcare. Determine your eligibility at <https://www.childcarechoices.gov.uk>

## Things you need to know

### **Selection process details**

The standard selection process for roles at GDS consists of:

a simple application screening process - We only ask for a CV and cover letter of up to 750 words. Important tip - please ensure that your cover

letter includes how you meet the skills and experience listed in the person specification section above

a 75 minute video interview and presentation

Depending on the volume of applications we may also include an additional stage, which you will be invited to should you pass the application screening stage.

**While we value the use of AI technology to enhance our daily work, we also value the personal touch and urge applicants to write cover letters without the use of AI to emphasise their own unique experiences.**

In the event we receive a high volume of applications, we will conduct the initial sift against the lead criteria which is:

**proven ability to conduct data analysis, using analytical tools and techniques with experience of providing and sharing analytical insight in a clear and concise manner**

In the Civil Service, we use Success Profiles to evaluate your skills and ability. This gives us the best possible chance of finding the right person for the job, increases performance and improves diversity and inclusivity. We'll be assessing your technical abilities, skills, experience and behaviours that are relevant to this role.

For this role we'll be assessing you against the following [Civil Service Behaviours](#):

making effective decisions

communicating and influencing

managing a quality service

We'll also be assessing your experience and specialist technical skills against the following skills defined in the Digital, Data and Technology Profession Capability Framework for the Performance Analyst GDaD framework role:

analysis and insight

communicating  
analysis and insight  
technical understanding

### **Recruitment Timeline:**

Role Closes - 23rd February 2025

Sift - week commencing 24th February 2025

Interview - week commencing 5th March 2025

Candidates that do not pass the interview but have demonstrated an acceptable standard may be considered for similar roles at a lower grade.

A reserve list will be held for a period of 12 months, from which further appointments can be made.

The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the [Civil Service People Plan](#) and [the Civil Service D&I Strategy](#).

Please note that this role requires SC clearance, which would normally need 5 years UK residency in the past 5 years. This is not an absolute requirement, but supplementary checks may be needed where individuals have not lived in the UK for that period. This may mean your security clearance (and therefore your appointment) will take longer or, in some cases, not be possible.

For meaningful checks to be carried out, you will need to have lived in the UK for a sufficient period of time, to enable appropriate checks to be carried out and produce a result which provides the required level of assurance. Whilst a lack of UK residency in itself is not necessarily a bar to a security clearance, and expectation of UK residency may range from 3 to 5 years. Failure to meet the residency requirements needed for the role may result in the withdrawal of provisional jobs offers.

**Other information:** Occasionally, business pressures, priorities or critical delivery may mean that we move you into a different team or work area within GDS. This will always be within the same grade and discipline within which you were hired, but does mean that your focus or objectives may shift in order to deliver GDS business.



You may be aware that there are plans for the Government Digital Service (GDS) & the Central Digital & Data Office (CDDO) to move into the Department of Science, Innovation & Technology (DSIT). This move is to bring together the digital transformation of public services into one core department. The move itself will offer huge opportunities whilst allowing DSIT to lead the way and drive forward the new Government's digital agenda.

As the announcement is relatively new, we are awaiting more detailed information. Therefore, we encourage you to apply for this role, and will keep you informed with updated information throughout the application process.

Feedback will only be provided if you attend an interview or assessment.

## **Security**

Successful candidates must undergo a criminal record check.

Successful candidates must meet the security requirements before they can be appointed. The level of security needed is [security check \(opens in a new window\)](#).

[See our vetting charter \(opens in a new window\)](#).

People working with government assets must complete [baseline personnel security standard \(opens in new window\)](#) checks.

## **Nationality requirements**

This job is broadly open to the following groups:

UK nationals

nationals of the Republic of Ireland

nationals of Commonwealth countries who have the right to work in the UK

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities with settled or pre-settled status under the [European Union Settlement Scheme \(EUSS\) \(opens in a new window\)](#)

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities who have made a valid application for settled or pre-settled status under the European Union Settlement Scheme (EUSS)

individuals with limited leave to remain or indefinite leave to remain who were eligible to apply for EUSS on or before 31 December 2020

Turkish nationals, and certain family members of Turkish nationals, who have accrued the right to work in the Civil Service

[Further information on nationality requirements \(opens in a new window\)](#)

## **Working for the Civil Service**

The [Civil Service Code \(opens in a new window\)](#) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles \(opens in a new window\)](#).

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

## **Diversity and Inclusion**

The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the [Civil Service People Plan \(opens in a new window\)](#) and the [Civil Service Diversity and Inclusion Strategy \(opens in a new window\)](#).

## **Apply and further information**

This vacancy is part of the [Great Place to Work for Veterans \(opens in a new window\)](#) initiative.

The Civil Service welcomes applications from people who have recently left prison or have an unspent conviction. [Read more about prison leaver recruitment \(opens in new window\)](#).

Once this job has closed, the job advert will no longer be available. You may want to save a copy for your records.

### **Contact point for applicants**

Job contact :

Name : [gds-recruitment@digital.cabinet-office.gov.uk](mailto:gds-recruitment@digital.cabinet-office.gov.uk)

Email : [gds-recruitment@digital.cabinet-office.gov.uk](mailto:gds-recruitment@digital.cabinet-office.gov.uk)

Recruitment team

Email : [gds-recruitment@digital.cabinet-office.gov.uk](mailto:gds-recruitment@digital.cabinet-office.gov.uk)

### **Further information**

If you feel your application has not been treated in accordance with the Recruitment Principles and you wish to make a complaint, you should contact [gds-recruitment-complaints@digital.cabinet-office.gov.uk](mailto:gds-recruitment-complaints@digital.cabinet-office.gov.uk) in the first instance.

If you are not satisfied with the response you receive you can contact the Civil Service Commission by email: [info@csc.gov.uk](mailto:info@csc.gov.uk) Or in writing: Civil Service Commission, Room G/8 1 Horse Guards Road, London, SW1A 2HQ.

