

## Role Profile

<b>Role Title:</b>	Performance Information Officer
<b>Department:</b>	Quality & Customer Experience
<b>Role Purpose:</b>	<p>To design and produce operational business reports for the purpose of monitoring outputs and trends of operational, contractual and compliance performance.</p> <p>Utilise customer feedback to support the continuous improve the quality, reliability and consistency of service delivery across the organisation.</p>
<b>Reporting to:</b>	Performance Reporting Team Leader
<b>Responsible for:</b>	N/A
<b>Disclosure level:</b>	NA
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<p>Collate, analyse, interpret and benchmark all feedback about the organisation's service; utilise the information to provide evidence of contractual, regulatory and KPI compliance.</p> <p>Develop and implement a programme of real-time procedural compliance audits across all service areas.</p> <p>Engage and consult with internal customers to ensure that they can influence service delivery and standards; ensuring that internal customers are appropriately supported and trained to effectively feedback.</p> <p>Service the Customer Scrutiny Panels, enabling it to effectively validate and prioritise service improvement activities.</p> <p>Work in conjunction with operational managers to agree, develop and track to implementation service improvement activities in response to performance information.</p> <p>Ensure the timely reporting and effective communication of accurate, reliable and validated business performance data relating to the quality and reliability of service delivery.</p>
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<b>Education, Qualifications and Training</b>	<p>Good levels of numeracy and literacy.</p>
<b>Knowledge and Experience</b>	<p>Substantial experience of collating and analysing statistical information and preparing written reports in a variety of formats.</p> <p>Awareness of contractual and sector compliance.</p> <p>Knowledge of Excel at an intermediate to advanced level.</p> <p>Demonstrable experience of a wide range of IT applications.</p>
<b>Role Specific Skills &amp; Behaviours</b>	<p>Ability to communicate clearly and concisely with external and internal customers by a range of methods most appropriate to the circumstances. This will include the production of written reports.</p> <p>Ability to analyse and interpret raw data, from a variety of sources, and present it in a manner appropriate to a variety of audiences – internal and external.</p> <p>Excellent analytical ability.</p> <p>Takes a structured and consistent approach to problem-solving, ensuring quality, customer satisfaction, cost and efficiency is taken into consideration at all times.</p>