

Performance Analyst

> Governance and Risk Directorate > Legal Services

What's it all about

This role will sit in the Legal Services team who provide legal advice and support to operational teams on various matters. They are also responsible for managing legal risk for the organisation and control of legal spend.

The Performance Analyst will play a crucial role contributing to the team's success by providing data-driven insights and strategic recommendations to drive the continuous improvement of the Legal Services function.

This role will work with colleagues at all levels and require a combination of analytical skills, attention to detail, and the ability to communicate findings to key stakeholders at all levels in both verbal and written form.

How you'll make a difference

Your primary objective will be to gather, analyse, and interpret data to provide insights into performance trends, identify areas for improvement, and support strategic data driven decision-making.

You will deliver digestible business reporting and performance data to the teams with clear analysis that help monitor business risk, legal spend, team and individual performance and drive improvement.

In addition, you will lead team and organisational projects, particularly where performance and data analysis work is required to deliver team objectives. You will look for ways to improve processes and feed into organisational practices.

How you'll do it

- Analyse performance data, identify trends and extract meaningful insights to provide recommendations to drive improvement. Use advanced analytical techniques, including statistical analysis, scenario modelling, and forecasting to support this.
- Implement and monitor performance improvement initiatives in collaboration

with managers, understanding performance indicators and team objectives to develop these.

- Lead on preparation and presentation of business reporting at all levels to allow teams to identify risk, manage performance and drive improvement. Use appropriate software (e.g. Power BI) and regularly review presentation of data to ensure its delivered appropriately to engage the right audience.
- Be the voice of, interpret and communicate performance data as required. Identify risk and recommend mitigations to address.
- Optimise internal processes and address problems by identifying trends to enhance overall efficiency and delivery of team performance outputs.
- Work with senior managers to present analysis and closure reports of key business tasks such as monitoring of legal spend, disrepair, housing management and risks associated.
- Benchmark performance and process externally and use research and analytical skills to recommend changes to current ways of working.
- Oversee team data requirements feeding into central reporting teams to make sure it's fit for purpose.
- Maintain and scrutinise databases using SPSS, Excel, Power BI or SQL as appropriate to match and interrogate large datasets.
- Collaborate across the legal team to assess and improve processes and lead implementation across key processes and special projects.
- Provide training and support to enhance understanding of performance metrics.
- Provide project support on the delivery of the Legal Case Management System,

ensuring that existing processes are embedded, data is appropriately and accurately transferred, and data loss risks are mitigated.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

Essential knowledge, experience and skills including qualifications and professional membership

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

- Demonstrable ability to absorb, interpret and adapt different sources of information to develop credible proposals and solutions.
- Proven expertise in analytical, statistical, and modeling techniques, coupled with efficient information interrogation skills.
- Documented proficiency in high-level numerical and applied statistical skills, ensuring accurate work with meticulous attention to detail.
- Strong track record in identifying, collecting, processing, interpreting, and visualizing data.
- Substantial experience in performance monitoring, benchmarking, and target setting.
- Proven ability to prepare and present highly complex information, including

detailed statistical data, in an understandable manner to diverse professional and lay audiences.

- Competence in quality assurance for data and statistics, conducting checks to ensure information validity during data collection.
- Proficient in the entire Office 365 suite, with advanced skills in Excel (Formulas, Power Pivot, Power Query).
- Knowledgeable in SQL queries.
- Familiarity with data visualization software (Power BI or equivalent).
- Excellent interpersonal skills, fostering positive relationships with staff at all levels, both internal and external, instilling confidence, trust, and respect.
- Excellent written and verbal communication skills.
- Strong problem-solving abilities.
- Expertise in data cleansing, matching, analysis, and exploration.
- Understanding of statistical concepts