

## What's it all about

> Information, Systems & Change > Data & Digital Solutions/Governance & Performance

This role will go beyond reporting what has happened, putting performance information in context, generating insights that will drive improvements, as well as providing data literacy support. The role is an integral part of developing an insight offer and delivering more sophisticated analysis. Delivering data products which ultimately support operational colleagues to deliver better services for our residents.

## How you'll make a difference

Robust performance information will support better management of services. Improved data literacy internally will ensure an improved response to residents.

## How you'll do it

- Delivery of robust performance information to the Executive Board and Group Board.
- Provision of accurate data to the Regulator and external agencies.
- Insight and analysis and data literacy support
- Support the delivery and reviews of NHG's performance management framework, including assurance over the quality and the integrity of the information being reported
- Work to deliver the annual review of NHG's key performance indications (KPIs)
- Provide consultancy style advice and assurance to the business on best practice around performance reporting, designing metrics, interpreting data and data literacy.
- Lead on conversations with internal stakeholders, providing constructive challenge
- Proactively highlight and manage risks related to performance and regulatory reporting.
- Work to produce accurate and timely data for the annual Statistical Data Return (SDR), maintaining a knowledge of relevant data sources.
- Design and deliver engaging data products, including dashboards and visualisations, that support colleagues to derive insights and improve performance.

- Provide complex analysis, insights, forecasts and predictions that support improvements for our residents, homes and places.
- Support data literacy maturity at NHG, set up of surveys, liaise with IT trainers to build relevant training, monitor take up, discuss with the business on needs and requirements.
- Build a data skills proficiency framework and skills assessment. Run pilot projects, continuously test, adjust and develop to improve
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at least three days a week in an office. On other days, working from home may be possible, depending on the work and the interaction required.

## 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

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level (delete as necessary).

### Essential knowledge, experience and skills including qualifications and professional membership

- Power BI experience
- Customer Service
- **Advanced** IT and systems skills including Microsoft Office