



# Performance Analyst



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## Legal and Support > Operations

### What's it all about

This role will sit in the Service Charge, Legal and Support team who are integral to delivering targeted support to frontline colleagues who deliver services to NHG residents.

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 operational support functions (service charges, legal, safeguarding and tenancy sustainment).

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, 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 business 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 service charge cycle milestones, tenancy sustainment and safeguarding activities and legal case referral risks.
- 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 and support 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.



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## 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. This role is at staff level.

### 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.

### Essential knowledge, experience and skills

- 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.