

Job Description

Job Title:	Research and Performance Analyst
Reporting to:	Chief Operating Officer
Purpose of Role:	To support the development of corporate performance management and analysis to inform strategic policy making, business planning and decision making.
Key Accountabilities:	• Support development of a performance framework to inform strategic and business planning, risk management and performance monitoring and reporting • Commission, collect, manage and quality assure key performance and quality indicator data, collaborating with managers and IT services to secure and improve the availability and flow of good business data, ensuring it is relevant, cost effective and manageable to collect • Work directly with the COO and managers to produce comprehensive and consistent business performance reports explaining analysis and interpretation of performance against indicators, SLA's, MoUs, targets and standards, clearly and fluently, in writing and graphics, with sound analysis to inform strategic planning and decision making • Produce business performance data in accordance with agreed timescales for inclusion in internal reports, corporate publications such as Business Plan and annual report, and to comply with external audit and scrutiny arrangements, including regulatory standards assessments by the LSB • Monitor and report trends in performance across regulators in the sector and comparators in other sectors to inform best practice and facilitate benchmarking • Work with managers and operational teams to develop engagement with consumers and the regulated community using survey, consultation, and other research techniques to collect and analyse data and intelligence, inform evidence-based decision making and improve consumer focus • Undertake agreed research, surveys and analysis for strategic projects including developing policy recommendations based on findings, representing the organisation externally on research groups and projects as required • Comply with the principles of GDPR and IGR Due to a current restructure, the following accountabilities will not stay within the with role long-term: • Support managers in developing and maintaining: ○ sound corporate policy infrastructure including customer service standards; corporate risk management; business continuity; disaster recovery; succession planning; equality and diversity policy; data protection; document management and archiving; and ○ effective and externally compliant corporate governance arrangements, appropriate for anticipated transition to

Job Description

	greater regulatory separation from the representative body Undertake role of data protection officer with direct access to Chair of the Board for data protection matters
PERSON SPECIFICATION	
Qualifications and Experience	
Essential:	- Educated to degree level or equivalent, preferably in a numerate subject - Experience gained within a regulatory, professional, public or not for profit organisation - Experience of statistical and qualitative reporting against KPIs and corporate performance frameworks - Advanced knowledge and experience of databases, spreadsheets, survey tools and Microsoft Office particularly, Excel and PowerPoint
Desirable:	- Experience of research and policy development - Experience of consumer or stakeholder engagement - Knowledge and experience of benchmarking - Knowledge of Office 365
Knowledge, Skills and Behaviours	
Technical skills:	applies the required technical knowledge and skills to carry out role successfully
Communication:	communicates effectively, with internal and external audiences both verbally and in writing using text and graphics with ability to communicate complex information clearly and precisely
Commercial awareness:	demonstrates an awareness of the commercial issues facing the company
Organisational skills:	manages own time and workload effectively to meet required standards and deadlines and manages conflicting priorities
Analytical skills:	uses appropriate methods to collect and analyse data to effectively support strategic and business planning and decision making
Attention to detail:	is meticulous in ensuring attention to detail across all activities and maintains accurate records
Accountability:	works autonomously; recognises and takes accountability for managing own performance and deadlines, seeking clarity as necessary
Collaboration /Relationship Management:	builds and maintains effective working relationships internally and externally
Commitment:	adopts a professional and focused approach, and is persistent in the achievement of results; committed to self-development
Resilience:	remains calm under pressure