

Job Title:	Data and Performance Analyst
Service Area:	Enabled Living Healthcare
Salary:	Permanent, £38,000 p.a.
Working week:	Monday to Friday, 36 hours pw

Background

Enabled Living provide a range of health and well-being services that help the people live the life they want.

Our **Equipment Service** offers a wide range of community equipment, to support people to continue life in their own homes; from small items like commodes and walking frames, right up to more complex equipment such a medical beds and hoists. We work in partnership with a wide range of health and social care professionals.

Our **Sensory Service** work with residents who are visually impaired, hard-of-hearing, Deaf and Deafblind, to assess and support them to be more independent, safe and confident. We provide specialist, hands-on practical services tailored to people's needs. This includes mobility training i.e. training to use a white cane to undertake a journey on public transport and helping to identify and access services to resolve an issue.

Our **Wheelchair Service** work with residents who have a permanent disability or medical condition which impacts ability to walk. Our specialist staff work closely with wheelchair users, their families, and engineers to assess and prescribe the wheelchair to meet the needs of the individual. This could be a simple wheelchair to allow users to get out and about, up to complex seating systems to maintain posture and mobility.

The Lounge has been designed to look like a real home and is equipped with assistive technology and equipment. The team support, advise and assess people with emerging, non-complex needs on how they can continue to live independently at home.

Our **Occupational Therapy Service** is a new team in Enabled Living providing Occupational Therapy assessment and recommendations to support people to live the life they choose.

Overall Job Purpose

The Data & Performance Analyst will deliver high quality and timely support to management across the organisation, to produce performance information and analysis for external stakeholders, as well as in-house operational intelligence.

The postholder will also be involved in the development of systems used by the organisation, and support improvement initiatives and change projects in the capacity of data and systems expert.

The postholder will constructively challenge existing practices where appropriate, using sound judgement to develop practical and effective solutions.

Job Context
• The post holder reports to the Transformation Lead. • The post holder will consult with a wide range of teams across the organisation requiring strong communication skills and a collaborative approach. • The post holder has no line management responsibilities. • The post holder has no budget responsibility. • Work from home is allowed in tandem with 3-4 days per week physically based in the office at Alpine Way; occasional work from other sites in North East London.

Key Duties and Responsibilities
• Produce, analyse, and present performance information to support managers, commissioners, and contracted partners. • Develop, maintain, and improve performance dashboards, reports, KPIs and management information systems. • Monitor organisational performance, identify trends, risks and opportunities, and provide actionable insights to support service improvement. • Maintain and coordinate organisational reporting schedules to ensure compliance with reporting requirements and deadlines. • Collaborate with senior leaders, managers, and operational teams to support evidence-based decision making and continuous improvement. • Support corporate governance activities including audits, contract monitoring, compliance reporting, and policy reviews. • Lead data quality assurance activities and promote good data management practices across the organisation. • Work with internal stakeholders and software providers to improve systems functionality, automate reporting processes, and resolve system issues. • Provide expert data and systems support to organisational change programmes, transformation projects, and improvement initiatives. • Promote a positive data culture and advocate the value of data-driven decision making throughout the organisation.

Equality and Diversity
We are committed to, and champion, equality and diversity in all aspects of employment with the Enabled Living. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Protecting Our Staff and Services
Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Person Specification

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IMPORTANT INFORMATION FOR APPLICANTS:

The criteria listed in this Person Specification are all essential to the job, unless otherwise stated. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
QUALIFICATIONS: Degree-level qualification in a data-related discipline, professional qualification, or equivalent relevant experience.	Application Form
KNOWLEDGE: <u>Essential</u> - Strong understanding of performance management frameworks and reporting methodologies. - Knowledge of data protection, information governance, and GDPR requirements. - Strong understanding of data analysis, performance monitoring, and KPI development. - Proficient use of Microsoft 365 applications, particularly Excel for data manipulation, analysis, and visualisation. <u>Desirable</u> - Knowledge of business analysis techniques, including process mapping. - Lean or continuous improvement qualification. - Knowledge of project management principles and methodologies. - Experience of Power BI reporting and dashboard development.	Application Form/Interview Application Form/Interview Application Form/Interview Application Form /Interview

EXPERIENCE: <u>Essential</u> 5. Experience analysing complex datasets and converting data into meaningful operational intelligence. 6. Experience developing, implementing, and monitoring key performance indicators 7. Experience producing performance reports that support service improvement and operational efficiency. 8. Experience working with multiple databases and information systems. 9. Experience managing competing priorities and reporting deadlines within a fast-paced environment. 10. Experience supporting performance management and reporting activities, ideally within public sector, health or social care services. <u>Desirable</u> • Experience applying business analysis techniques such as process mapping. • Experience working within project environments or supporting project delivery. • Experience of continuous improvement initiatives and change programmes.	Assessment/Interview Application Form /Interview Application Form /Interview Application Form /Interview Application Form /Interview Application Form /Interview
SKILLS AND ABILITIES: 11. Advanced analytical and problem-solving skills with the ability to interpret complex information and identify trends, risks, and opportunities. 12. Ability to quickly become proficient in specialist service management software. Familiarity with ELMS2 and/or Optimum Wheelchair Service software is an advantage but not required. 13. Strong numerical and data analysis skills. 14. Excellent written and verbal communication skills, including the ability to explain technical information to non-technical audiences. 15. Strong presentation skills, including preparation and delivery of reports and presentations to managers and external stakeholders. 16. Ability to produce high-quality reports and professional presentations.	Assessment/Interview Application Form/Interview Assessment/Interview Assessment/Interview Assessment/Interview Assessment/Interview

17. Strong IT skills, particularly in Excel, data reporting and visualisation. 18. Ability to maintain confidentiality and handle sensitive information appropriately. 19. Ability to build effective working relationships and collaborate with a wide range of stakeholders. 20. Ability to organise, prioritise and manage competing workloads effectively while meeting deadlines.	Assessment/Interview Application Form /Interview Application Form /Interview Application Form /Interview
PERSONAL STYLE AND BEHAVIOUR: 21. Champions the value of data and evidence-based decision making. 22. Able to work independently and as part of a team. 23. Collaborative and relationship-focused, with strong people skills 24. Resilient and calm under pressure, effectively managing competing priorities. 25. Proactive, innovative, and committed to continuous improvement, with the confidence to constructively challenge existing practices and identify opportunities for better ways of working. 26. Analytical, organised, and methodical approach to work 27. Demonstrates high attention to detail and accuracy, while maintaining awareness of wider organisational objectives. 28. Flexible, adaptable, and comfortable working in changing environments; and supporting organisational change. 29. Demonstrates commitment to equality, diversity, and inclusive working practices. Ability to demonstrate in day-to-day work Enabled Living values: Always learning Always high performing Always caring Always here to help Always do the right thing Always working together	Interview Interview Interview Application Form /Interview Application Form /Interview Interview Assessment/Interview Interview Interview Interview
OTHER SPECIAL REQUIREMENTS: DBS check	Satisfactory clearance at conditional offer stage