



Gwasanaeth Tân ac Achub Gogledd Cymru North Wales Fire and Rescue Service

JOB DESCRIPTION

POST TITLE	Corporate Planning and Performance Analyst	POST REF	A24
DEPARTMENT	Corporate Planning	DATE	Jan 2018
REPORTS TO	Corporate Planning Manager	SALARY GRADE	NWFRS 6
LOCATION	Joint Communications Centre	HOURS PER WEEK	37

OVERALL JOB PURPOSE

Support the Corporate/Deputy Planning Manager to deliver the Service's corporate planning framework, including strategic and risk reduction planning. Support the delivery of effective systems to measure and improve performance against service objectives and support operational delivery.

Provide research and analytical advice and support across the Service to meet internal and external requirements. Provide quality assurance of data and performance information to ensure accuracy and integrity of data.

Present complex information and provide performance reports to support the strategic management of the Service, including North Wales Fire and Rescue Authority and the Senior Management Team.

Contribute to the ongoing development of systems relating to performance information and assist with ensuring compatibility of information between systems used to improve service delivery.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1.	To support the Corporate/Deputy Planning Manager to ensure effective systems are in place to measure and improve performance.
2.	Support and contribute to the review and development of improvement planning and corporate performance management and assist with the production of the annual performance assessment.
3.	Facilitate comparative analysis against other UK FRS, public bodies and similar organisations through the gathering, investigating, researching and analysing of information from a variety of sources to help evaluate and assess its potential impact upon performance planning and monitoring.
4.	Provide timely, accurate and well-presented risk based information and performance data, identifying patterns, relationships, influences and trends to inform strategic planning and risk reduction/prevention strategies.

PRINCIPAL DUTIES AND RESPONSIBILITIES	
5.	Provide information in response to internal and external requests, ensuring compliance with information security legislation and protocols.
6.	Provide regular performance monitoring and improvement reports on a timely basis, ensuring that complex information is presented in a format appropriate to the end user and that reports are reviewed on a regular basis. Ensure that issues raised through monitoring reports are communicated to Managers and are noted for inclusion within the annual performance assessment.
7.	Utilise electronic software including Microsoft Excel, GIS software and Crystal reports to present data, including documents, graphs and geo-mapping, and to design and compile map extracts and reports based on digital map products.
8.	Collate all incident related performance information to complete all relevant statutory statistical returns; undertake quality assurance of information using working knowledge of systems, relational databases and schemas to inform the identification of data conflicts, and liaise with relevant departments to ensure these are rectified.
9.	Liaise directly with Welsh Government to support their data reconciliation procedures and answer any relevant queries appertaining to the data submitted, contributing to the integrity and consistency of national datasets.
10.	Liaise with the Fire RMS System Administrator to undertake and develop integrated reporting capability between information systems (command and control and fire records management) in order to enhance and improve the information that is supplied internally and externally to monitor and manage performance.
11.	Through the provision of quality assurance, support the maintenance of data integrity in systems which hold performance information and assist with ensuring the compatibility of information between systems to improve service delivery.
12.	Provide advice and support to staff and managers with respect to the recording, extraction, analysis and interpretation of management information.
13.	Attend internal meetings to provide advice on relevant performance information, metrics and qualitative data to inform the planning and delivery of fire prevention activities; contribute to the evaluation of targeted campaigns.
14.	Provide assistance to help support collaborative work/projects through the provision of technical advice and guidance relating to quantitative and qualitative statistical analysis, and the provision of quality assurance and project evaluation/interpretation of outcomes.
15.	Participate in project work across the service, including but not limited to, performance management and improvement.
16.	Assist the Corporate/Deputy Planning Manager to use process improvement techniques and tools to identify and analyse core business processes and workflows as part of the continuous improvement of Service efficiency and effectiveness.
17.	Assist the Corporate/Deputy Planning Manager with the preparation of public consultation documents and utilise e-solutions to deploy to the public. Assist with the analysis and interpretation of responses.
18.	Contribute, where required, to the development of appropriate policies and procedures associated with performance monitoring, data collection, processing and retention.
19.	Provide resilience to the Fire RMS System Administrator to maintain the Fire RMS system, with regards to access levels of users across the Service, and routine dissemination of performance information, facilitating business continuity for Fire RMS users/ the fire safety function.

PRINCIPAL DUTIES AND RESPONSIBILITIES

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| 20. | Provide resilience to the Data Protection Officer / Support Services Coordinator, with regards to the processing of Freedom of Information requests made to the Service, ensuring the Service continues to meet legislative requirements. |
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SUPERVISORY RESPONSIBILITY

None

FINANCIAL RESPONSIBILITY

None

CONTACTS OUTSIDE OWN SECTION

- Other departments of NWFRS
- Local authorities
- Other fire and rescue services/authorities
- Other emergency services
- Welsh Government
- Home Office

LANGUAGE REQUIREMENTS

Welsh - Level 2 – Requires that you can:
Understand the gist of conversations in work. Respond to simple job-related requests and requests for factual information. Ask simple questions and understand simple responses. Express opinions in a limited way as long as the topic is familiar. Understand instructions when simple language is used.

EMPLOYMENT CHECKS / SPECIFIC REQUIREMENTS

NWP Security Check, Basic Disclosure.

MANDATORY TRAINING

Manual handling, Welsh language awareness, Crystal Reports training.

OTHER

None

PERSON SPECIFICATION
Assessment for recruitment requirements and competencies

POST TITLE	Performance Analyst, Corporate Planning
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QUALIFICATIONS, KNOWLEDGE, EXPERIENCE	ESSENTIAL
	The qualities without which a post holder could not be appointed
	<ul style="list-style-type: none"> • Educated to degree level in related discipline or significant relevant experience.
	DESIRABLE
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	<ul style="list-style-type: none"> • Knowledge of performance frameworks relevant to Corporate Planning, and the application of performance management principles and principles of continuous improvement. • Knowledge of a broad range of statistical/performance information management techniques and how they may be effectively used to improve organisational performance and service delivery. • Understanding of the management information requirements of a Fire and Rescue Service and how processes, systems and technology can be applied to drive efficiency and effectiveness. • Experience of using electronic and manual performance management system. • Knowledge and awareness of a variety of different research methods. • Knowledge and awareness of consultation methodologies. • Knowledge and awareness of information security legislation in order to ensure compliance, for example the Freedom of Information Act 2000, the Environmental Information Regulations 2004 or the Data Protection Act 1998.

SKILLS	ESSENTIAL
	The qualities without which a post holder could not be appointed
	<ul style="list-style-type: none"> • Comprehensive skills in the use of information technology including Microsoft Excel and Word and Crystal Reports. • The ability to undertake research, investigation, accurate analysis and balanced interpretation of a wide range of information sources, to inform decision making. • The ability to manage time, set priorities, plan and organise own work to meet deadlines. • Excellent verbal and communication skills including presentation skills to a standard required to work effectively with Service personnel. • A current valid UK driving licence and the ability and willingness to travel both inside and outside the Service area as and when required. • Excellent presentation skills with the ability to present information to a range of audiences including senior

management.

- The ability to evaluate and interpret research results effectively.
- Ability to assimilate large volumes of data for conversion to useable information, identifying trends as well as discrepancies.
- A proactive and self-motivated approach and an ability to work on own initiative.
- The ability to liaise and engage with a diverse range of service users and partners, promoting and sustaining good working relationships.

DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria

- Understanding of relational databases, database schemas and data extraction techniques.
- Ability to generate and implement innovative solutions in order to problem-solve.
- Skills in the use of specialist software applications including Microsoft SQL Server Management Studio and geo-mapping software.
- The ability to interpret consultation results effectively.