

Job Profile

Job Title: Performance Analyst

Job Grade: Level 3, Zone 2

Salary Range: £39,336 - £44,878

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Data plays a crucial role in supporting both people and communities in Camden. Contact Camden acts as the front door for almost 30 services across Camden Council, holding almost half a million telephone conversations with residents each year as well as answering enquiries via email and social media. As a result, we collect a wealth of data about what residents want and need from the Council through their day-to-day interactions with us. Our vision is to use this data to help transform processes and improve collaboration across the organisation, using our unique position as Camden's front door to champion citizens' needs and amplify their stories. In this role, you will collate and analyse data from a wide range of sources to understand challenges and pain points in the current customer journey, using this insight to formulate where we can make improvements.

About the role

The main responsibilities of this role include understanding and analysing Contact Camden data as well as supporting insight from sources such as the website and complaints. You will need to understand how these data sources interlink, using them to tell compelling stories about the customer journey and making cases for change to the Contact Camden management team as well as leadership from our supporting services. Alongside this, you will support the contact centre Team managers to make sure internal performance is effectively monitored. You will support Team managers to use QlikSense to proactively understand their team's performance, as well as providing a deeper level of analysis where required around instances of low performance, recommending areas for improvement.

This role also supports with schedules and rotas for the contact centre staff. You will log annual leave and sickness while ensuring all services remain sufficiently resourced and understand the importance of properly recording this so that we can analyse the impact of resourcing on performance levels.

The Performance Analyst role plays a key part in ensuring that our residents can seek the support they need from the Council quickly and easily, by making sure our staff are available to meet demand and analysing our data to improve performance and upgrade customer journeys.

About you

You will need an analytical mindset with a proven ability to test hypotheses and draw conclusions from raw data. You'll be naturally curious, wanting to understand the reasons behind the data and not taking things at face value, understanding the areas where we need to dig deeper and apply further investigation. It's also important to be detail-oriented, as our data is often subject to a high level of scrutiny and used to inform decision making at the highest levels of the organisation and therefore needs to be highly accurate. You will be able to use data to understand pain points within a customer journey and gather contextual information to put forward suggested improvements.

Excellent communication skills with an emphasis on negotiation and persuasion will be key, as you will need to present data that sometimes highlights problems and challenges, effectively communicating the relevance of these and why we should implement strategies to address them. You'll have proven experience in delivering multiple priorities at the same time and delivering high performance at pace, meaning you'll take ownership of your workload and be highly organised. You'll be someone who is able to work alone, and more importantly as part of a team. This role requires someone who is not only good with numbers but people. You will have strong people skills and have the ability to develop strong relationships across Contact Camden and the Council.

Work Environment:

Contact Camden is based at 5 Pancras Square. We support hybrid working with most of our team splitting their time between home working and the office.

People Management Responsibilities:

No people management

Relationships:

You will regularly engage with management across Contact Camden, including the Senior Performance analyst, Team managers, Project officers and members of the leadership team. You will also work with our Customer Service officers (CSOs) and Senior CSOs. On occasion you'll engage with management from across our supporting services.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,