

Job Profile - Performance Analyst

Job Title: Performance Analyst

Job Grade: Level 3, Zone 2

Salary Range: £34,629 - £40,171

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 are home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Contact Camden plays a critical role in supporting our citizens being the first point of contact and front door for a range of services.

About the role

This role plays a crucial role in ensuring citizens in Camden receive an exceptional service when contacting Camden Council. You'll help achieve this aim by producing actionable analytical insight for the Contact Centre. We have over 100 Customer Service Officers (CSO's) in Contact Camden who between them have over one million customer conversations every year – so it's vital we measure the right things, monitor performance and use data to pro-actively forecast demand to ensure we're ready for when citizens contact us. Reporting to the Performance Manager, in this role, you'll deliver performance reporting and analysis on a daily, weekly and monthly basis – you'll recommend performance improvements based on the insight and your curious nature will have you digging for more data and more ways to improve performance. This role will work with the Contact Camden management team regularly to ensure we are effectively performance monitoring. You'll lead on the monthly customer contact demand forecasting using the data available and produce a forecast and work with each Team Manager to produce mitigation plans for each team.

Example outcomes or objectives that this role will deliver:

Improving performance through performance reporting & analysis

- Produce regular quantitative and qualitative contact centre performance reports and analysis; on a daily, weekly and monthly basis by department, team and individual. The reports will bring to the forefront performance issues and exceptions that prevented Contact Camden achieving performance targets
- Support defining the performance measures and targets across Contact Camden
- Use business intelligence tools to understand performance across a range of channels including telephony, email and digital
- Analyse CSO productivity; actively identify opportunities for improving service efficiency and highlighting productivity issues. Escalating issues around shift and schedule adherence with Team Managers
- You'll gather data on why customers need to contact Camden Council; by ensuring we effectively capture demand data and you'll be able to turn this data into actionable insight. This will support service re-design and transform the citizen experience

Improving performance through forecasting

- Using planning and forecasting methods building accurate forecasts; with the available data to create regular customer contact forecasts; detailing resource requirements, mitigation plans and forecasted service, and crucially that available resources are effectively utilised to ensure we deliver for our citizens
- Use data to understand performance trends, ensuring service delivery is proactive and that will strive for customer service excellence; identifying resource solutions and create 'what if' scenario models
- Build strong working relationships with key stakeholders to ensure performance reporting and forecasting is effective and being utilised

- Use historical data and current data to analyse and track activities, trends, and variances between actual and forecasted workforce requirements
- Continuously monitor service performance, and make real-time interventions as the service requires

About you

The post holder will be proficient and know how to get the best from excel. Proven analytical skills are essential; we will require analytical insight showing trends and recommendations of performance improvement, which will provide greater detail and insight than standard reports that provide repeat information

You'll have strong knowledge of different forecasting & planning techniques; proven at delivering added value through effective forecasting. Knowledge of workforce management systems would be ideal. You'll be a people person who is respected by teams due to your clear and personable communication, knowledge and skills

You'll have proven experience in delivering multiple priorities at the same time and proven at 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:

You'll split your time between the Contact Camden Hub in Mornington Crescent and Camden Council's main office in Kings Cross. Occasionally, you may be needed to attend meetings at the Repairs Contact Centre in Kentish Town.

People Management Responsibilities:

No people management

Relationships

- Contact Centre Manager, Performance Manager, Performance Coaches, Performance Analyst, Contact Camden Team Managers, Improvement Manager & Head of Customer & Registration Services

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

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,