

Job Title: CM Performance Analyst	
Job Evaluation Number	C082

JOB DESCRIPTION

Job Title: CM Performance Analyst	Location: HQ North
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: Performance & Resourcing Manager (Hants)	Band level: 3H
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Provide an analytical review of demand performance for Contact Management and deliver detailed reports through effective use of available technology.

Offer support to forecasting of future demand modelling and capacity planning to enable optimised scheduling of staff.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Conduct analysis, reporting on statistical trends, identifying variances from forecast that had have a negative impact on budget and/or performance to ensure tight control and efficient use of resources.
2. Contribute to department's daily management meeting and weekly operation meeting by providing a weekly/monthly horizon scan to challenge thinking, inform activity and support departmental strategic decisions to enable more efficient service.
3. Work with colleagues across the Contact Management Department to improve skills, confidence and expertise in outcomes measurement through speech and text analytics software.
4. Maintain effective contacts across the Force and with external agencies and networks to ensure relevant and timely access to information and expertise for dynamic requests for performance reports.
5. Research and propose new research tools to ensure that the department and Force's insight and evaluation techniques are current and valuable.
6. Produce briefing papers using both quantitative and qualitative analysis on a broad range of areas of business (primarily call centre management, crime and incidents and HR), in support of the Contact Management functions, to include the development of inferences and recommendations.
7. Undertake ad hoc thematic research appropriate to corporate needs, analyse and interpret the results making inferences and recommendations as required.
8. Work with line manager to optimise forecasting processes and performance analysis to ensure continued improvement in service.
9. Provide support to formal corporate performance review meetings where necessary.

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c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:
The Contact Management Performance Analyst will look to review the retrospective performance of the department in relation to the management of call volumes and incident attendance times. This will be completed on a routine basis with a view of this information being presented by them and leading discussion at the Daily Management Meeting (DMM) and the Weekly Operations Meeting (WOM) alongside members of the Executive Team across Hampshire Constabulary and Thames Valley Police and ACC level. The post holder will provide advice to the management team, both internally and externally, of where the analysis has identified areas of performance shortfalls in order for informed decisions to be made and documented.
The post will have to manage their workload with autonomy and prioritise the requests by degree of significance and deadline. This will require a high level of skills in communication in order to manage the stakeholders requesting the information which rank from Officer to Chief Superintendent Levels or equivalent.
The position will support the forecasting function of the department using several analytical methods and relevant technologies to identify anomalies in historical data, with a view of producing accurate forecast demand models for the purposes of scheduling. The post holder will act with autonomy in determining the validity of the historical data which will influence the scheduling procedure and potentially impact departmental performance and service to the organisation and the public. This will be completed through the use of various technologies where the post holder will be seen as the subject matter expert for the business and will be asked to influence technological decisions where there is a risk to departmental performance, for example the scheduling of system down time/upgrades at periods of low demand.
The post holder will be involved in the design and reviewing stages of projects where changes in policies and procedures will impact the performance of the department through increased call handling or incident handling time. They will be asked to provide data in a variety of methods, based on their professional judgement and innovation, to reinforce departmental rationale for supporting or dismissing of changes to departmental and/or force processes.
The position will be expected to communicate with internal and external stakeholders and departments, as well as external agencies with regards to managing and prioritising requests for performance data that may influence short, medium and long term department and force strategies. During the collaboration process the post holder will work closely with colleagues in Hampshire Constabulary to aid in the design and review stages of projects as well as speaking to external departments, such as ICT, or agencies such as Surrey and Sussex Police, to identify similar changes in processes and extract learning opportunities of similar projects.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

The knowledge or skills required in the role are as follows:	E/D
1. Proven experience of analytical and statistical techniques with relevant continuous professional development experience.	E
2. Excellent interpersonal skills with a self-motivated and dynamic approach.	E
3. In-depth knowledge of Microsoft Office (Excel, Word, PowerPoint and Outlook) with experience of working with Oasis, Niche RMS and other relevant technologies in an operational environment.	E

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4. Relevant experience in performance or crime analysis with good problem solving and decision making skills, a methodical approach to analysis and attention to detail and report-writing skills.	E
5. Proven ability to negotiate and influence and support change.	D
6. Recognised qualification in business analysis or fields similar in nature	D
7. In-depth knowledge of Contact Management working practices.	D