**JOB DESCRIPTION**

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| **POST TITLE** | Strategic Performance & Insights Partner |
| **GRADE** | 7 |
| **FUNCTION** | Service Improvement |
| **PERMANENT BASE** | Headquarters, 197 Eyre Street, Sheffield S1 3FG |
| **RESPONSIBLE TO** | Business Intelligence Manager |
| **RESPONSIBLE FOR** | 3 x Data Quality Analysts |

**OVERALL PURPOSE OF JOB**

This role will lead the management of performance functions within SYFR, ensuring robust data governance, insightful performance reporting, and evidence-based decision support.

**Key Responsibilities**

* Manage and lead the coordination and delivery of SYFR Service Improvement Performance Events across the organisation.
* Provide advice, scrutiny and challenge, both routine and in response to specific issues, against the Performance Management Framework at SYFR Service Improvement Performance Events to drive continuous improvement at all levels.
* Lead the rollout and embedding of the Data Quality Methodology, ensuring consistent application across all relevant functions.
* Lead the rollout of the NFCC Data Literacy Training framework at all levels of the organisation including operational and support staff.
* Develop and implement an effective Performance Management Framework aligned with organisational priorities.
* Lead the development and documentation of Key Performance Indicators (KPIs) and Local Performance Indicators (LPIs), ensuring clear data provenance and establishing reproducible, auditable methods of data collection aligned with external auditing requirements and ensuring these are consistent with, or complementary to nationally agreed data collections and measures.
* Conduct the annual review of Key Performance Indicators (KPIs) and collaborate with stakeholders to define and refine Local Performance Indicators (LPIs), ensuring relevance and alignment with strategic objectives and the Community Risk Management Plan.

**MAIN RESPONSIBILITIES**

1. **Driving Performance and Improvement (**[SFIA: Performance Management, Level 5](https://sfia-online.org/en/sfia-9/skills/performance-management)**)**

* Lead the development and implementation of an effective performance management framework and associated policies and processes to drive continuous improvement.
* Produce performance-related reports, including Quarterly and Annual Corporate Performance Reports, ensuring timely and relevant information is available for decision-making.
* Work collaboratively with internal departments to align performance insights with operational and strategic priorities.
* Lead the strategic management of performance functions within SYFR, ensuring robust data governance, insightful performance reporting, and evidence-based decision support.

1. **Overseeing Data Collection and Quality (**[SFIA: Data Management, Level 4](https://sfia-online.org/en/sfia-9/skills/data-management)**)**

* Challenge, advise, and support relevant stakeholders in the development and administration of data collection systems for secure, accurate, and meaningful performance data.
* Lead, support, and develop the Data Quality Analysts, ensuring their work aligns with organisational priorities while fostering a culture of continuous improvement and professional growth.
* Lead and support the Data Quality Analysts to deliver the NFCC Data Literacy framework at all levels of the organisation.
* Lead the implementation of the NFCC’s Data Quality Methodology, providing feedback to individual departments on the quality of their organisational data.
* Support individual departments to produce a roadmap to improve the internal data collection methods when appropriate.

1. **Developing Self and Others (**[SFIA: Professional Development, Level 5](https://sfia-online.org/en/sfia-9/skills/professional-development)**)**

* Participate in SYFR’s Performance Development Review process and attend relevant training to support effective role performance.
* Manage and monitor team performance, set clear objectives, and conduct performance development reviews in line with departmental goals.
* Advise on and contribute to staff training and awareness initiatives related to performance and data quality, including presenting at internal and external forums.

1. **Monitoring & Reporting (**[SFIA: Measurement, Level 5](https://sfia-online.org/en/sfia-9/skills/measurement)**)**

* Coordinate and deliver SYFR Service Improvement Performance Events across the organisation, using performance data to identify trends and support improvement initiatives.
* Review Key Performance Indicators (KPIs) annually and liaise with stakeholders to define and refine Local Performance Indicators (LPIs).
* Coordinate the collection and validation of data for statutory returns to DHCLG, NFCC, and other external bodies.
* Support the development of key strategic documents, policies, and guidance, undertaking analysis and making recommendations to inform corporate decision-making.

1. **Exploring Best Practice and Innovation (**[SFIA: Innovation Management, Level 6](https://sfia-online.org/en/sfia-9/skills/innovation-management)**)**

* Lead research into alternative service delivery models and best practices in corporate performance, while actively engaging with external bodies and forums to facilitate knowledge sharing and benchmarking.
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**ORGANISATION-WIDE RESPONSIBILITIES**

* Uphold SYFR’s Equality, Diversity, and Health & Safety policies, and conduct oneself in line with the organisation’s core values.
* Undertake other duties as required, commensurate with the grading of the post.

**NOTE:** This document is produced as a guide to the general nature of the post, and the list of duties is neither exhaustive nor exclusive.

**PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** | | |
| A degree related to Data Analytics, Business Intelligence, Business Management or equivalent relevant work experience | X |  |
| Business or management qualification. |  | X |
| Qualification in Data Analysis such as the Microsoft PL-300 Certificate |  | X |
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| **Knowledge** | | |
| Knowledge of statistical techniques for analysing data | X |  |
| Knowledge and understanding of the legislation and regulations relating to data, such as the GDPR or the Freedom of Information Act. | X |  |
| Knowledge of data quality principles and best practices | X |  |
| Knowledge of the NFCC Data Quality Methodology |  | X |
| Knowledge of the NFCC Data Literacy Training framework |  | X |
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| **Experience** | | |
| Proven line management experience and ability to coordinate staff to meet deadlines. | X |  |
| Experience of working with and influencing senior managers, including Heads of Functions and Directors. | X |  |
| Experience in evaluating reports, policies & procedures to identify improvements and implement recommendations. | X |  |
| Experience of writing reports to a high quality for senior leaders, Fire Authority or similar | X |  |
| Proficient in using analytical tools and software (e.g. Crystal, Excel, Power BI) for data extraction, analysis and reporting of complex data sets. | X |  |
| Experience in designing, refining or applying performance management frameworks and tools to drive strategic outcomes. | X |  |
| Experience in managing multiple initiatives and large projects concurrently to meet complex and differing deadlines. | X |  |
| Public Sector experience. |  | X |
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| **Personal Effectiveness** | | |
| Ability to work collaboratively to support corporate objectives. | X |  |
| Ability to produce detailed, high-quality reports for senior managers. | X |  |
| Ability to produce policies and procedural documentation to a high standard. | X |  |
| Ability to translate complex data into clear, actionable insights tailored for non-technical audiences. | X |  |
| Strong problem-solving skills with the ability to anticipate, identify and resolve issues. | X |  |
| Ability to work independently with minimal supervision, as well as part of a team or one-to-one. | X |  |
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| **Other Requirements** | | |
| Demonstrate a flexible and adaptable mindset with a strong commitment to continuous professional development and lifelong learning. | X |  |