

HIGHWAYS PERFORMANCE OFFICER

Role Profile



Title	Highways Performance Officer	
Grade	GRADE E	
Reference:	N490	
Reports to:	Parking Operations Manager	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Semi Professional	
Primary purpose of role	This role will primarily be responsible for the production and analysis of accurate data. Monitor, review, forecast and report on the financial performance of Plymouth Highways. Be actively involved in feasibility studies and project research in relation to new developments and improvements within Plymouth Highways.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ The integration of data from multiple systems/sources (10%) ▪ To support the timely presentation of quantitative and qualitative information/business intelligence to a range of audiences to inform decision making, streamline processes and supports Plymouth Highways understanding, monitoring and performance against key metrics (15%) ▪ Analyse and interpret financial information, communicating this to senior managers, colleagues and clients in a clear and concise way (25%) ▪ Preparation of financial information for reporting and monitoring (25%) ▪ Assist in management of budgeting and keeping accurate financial records (15%) ▪ Analyse data to support project delivery and business cases (10%) 	Role measures <ul style="list-style-type: none"> ▪ To run Plymouth Highways reporting tools and present data in line with business requirements. ▪ Successfully produce accurate information and work to management, colleagues and partners. ▪ Provide statistical analysis of data which adds value, and identify trends and patterns. ▪ Data is accurate and produced according to reporting requirements. ▪ Agreed outcomes delivered to agreed timescales
Key activities	<ul style="list-style-type: none"> ▪ Analyse and report information from Plymouth Highway Systems whilst identifying discrepancies in order for accurate information to be maintained (10%) 	

	<ul style="list-style-type: none"> ▪ Deliver data for key performance indicators (5%) ▪ Preparation of budgets and budget monitoring (10%) ▪ Make realistic projections for expenditure and income (7.5%) ▪ Create and maintain spreadsheets including a detailed trend analysis (10%) ▪ Provide timely financial advice to budget managers (7.5%) ▪ Financial auditing and reconciliation (7.5%) ▪ Research and collate a range of financial and market information to enable evaluation of potential opportunities (7.5%) ▪ Process and raise purchase orders, invoices and internal transfers (7.5%) ▪ Respond to Data Protection and Freedom of Information requests (7.5%) ▪ Support the management of projects using recognised project management methods (7.5%) ▪ Engage with stakeholders to accurately determine their data requirements and develop tools to drive business improvements (7.5%) ▪ Reprioritise workloads according to business demands, sometimes working to tight deadlines and under pressure (5%) ▪ Carry out other duties appropriate to the grade of the post
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ GCSE's A*-C (9-4) in English and Maths ▪ NVQ 4 or equivalent demonstrating competence and technical expertise in data management and analytics ▪ Proven advanced level knowledge of Excel to extract, interpret and amalgamate data from various sources ▪ A technical understanding of reporting, ideally with Plymouth Highways Systems ▪ Knowledge and understanding of budget preparation, budget monitoring and reconciliations. ▪ Knowledge and application of legislation such as Data Protection, Freedom of Information.
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Prince 2 or equivalent experience in project management delivery ▪ Knowledge of Plymouth Highways
Essential experience	<ul style="list-style-type: none"> ▪ Experience of reporting and data analysis ▪ Experience of performance and financial monitoring ▪ Planning, co-ordination and organisational skills to manage own work programme effectively. ▪ Demonstrable experience in operating financial management systems i.e. Civica ▪ Proven experience of drafting internal reports and accurate letter writing.
Desirable experience	<ul style="list-style-type: none"> ▪ Working on projects
Essential skills	<ul style="list-style-type: none"> ▪ Attention to detail and ability to analyse large volumes of data ▪ Keyboard skills required with considerable demand for precision and speed to input data and create reports and statistical information ▪ Communication skills required to exchange information of a complicated nature with a range of audiences ▪ Excellent reporting skills to build reports using tools including Microsoft

	<p>Excel to present statistical information</p> <ul style="list-style-type: none"> ▪ Ability to manage workloads effectively and adapt and prioritise under pressure ▪ Be change-ready, with an eye on the horizon to anticipate opportunities and challenges, and able to adapt and flex as necessary
<p>Corporate standards</p> <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	