Role Profile

Job Title: Performance Analyst – Waste & Recycling	Role Profile Number: BSN151
Grade: M	Date Prepared: August 2021
Directorate/Group: Operations / Performance, Intelligence & Insight	Reporting to: Business Development Manager – Waste & Recycling (tbc)
Structure Chart attached:	

Job Purpose

Swindon Borough Council collects and manages the disposal/treatment of municipal waste for the Borough of Swindon, collecting circa 55,000 tonnes per year waste from approximately 100,000 households and an additional 25,000 tonnes via the Household Waste and Recycling Centre (HWRC) at Waterside Depot.

Every customer contact, collection and movement of waste generates data that is integral to reporting and improving performance of the Council's Waste Services. As Performance Analyst – Waste & Recycling you will manage this data in order to complete statutory returns to the Department for Environment, Food and Rural Affairs (DEFRA), and to produce reports to assist with strategic decision making and monitoring performance against the Council's Waste Strategy targets.

This is an excellent opportunity where you will have exposure to various data platforms and the opportunity to help shape the future improvement of waste data management.

Key Accountabilities

- To interpret statutory guidance to collect, process and analyse data for statutory returns relating to waste management and fly-tipping

- To act as an administrator responsible for the data entry of statutory returns for the Waste Data Flow Information System (WDF) to the Department for Environment, Food and Rural Affairs (DEFRA)
- To work with external waste collection/treatment/disposal providers and partners as well as internal departments to assist in completing WDF returns
- To act as a point of contact in relation to waste management data for colleagues across the council as well as for Waste Data Flow and DEFRA
- To produce statistical analysis that helps to tell a story of the data, identify trends, key findings and lines of enquiry
- To process and analyse waste management data to provide accurate management information to support decision making and resource allocation by colleagues across the council
- To process data routinely to produce reports for internal distribution and external publication in relation to waste performance e.g. waste arisings, missed collections, fly-tipping incidents and health & safety
- To support the Business Development Manager with report and dataset compilation across Waste Services
- To provide ad-hoc data analysis as requested for internal and external parties including Freedom of Information requests and Subject Access Requests
- To develop and improve integrated data reporting processes and support relevant strategies and boards
- To act as a point of contact for contractors and internal departments with the aim of improving the quality of data generated for statutory returns and from management information systems
- To assist and support in the analysis of waste management performance data by utilising appropriate specialist software packages identified for this purpose
- To assist in the integration of data from multiple sources through cleaning and matching to answer complex business needs
- To produce invoice tables for Finance as required e.g. tonnage summaries
- To ensure compliance with GDPR, the Data Protection Act and the Freedom of Information Act
- To contribute towards data sharing arrangements and internal data quality/recording practices
- To utilise software to extract data, analyse and format reports to meet business needs
- To take responsibility for personal development by keeping on top of latest tools, techniques and intelligence sources to support analysis
- To pass on knowledge to other members of the team to ensure effective sharing of skills

Supplementary Accountabilities
- Support colleagues across the wider Operations Department to meet demands as required

Knowledge & Experience
Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Essential
- Experience of working with data and statistics in an analytical capacity
- Advanced knowledge of MS Office applications Excel and Word.
- Strong English and Maths skills

- Strong analytical skills including the ability to utilise statistical techniques to present findings
- Excellent organisational skills with a strong attention to detail in order to provide accurate information

Desirable
- Previous experience of using Waste Data Flow in particular Question 100
- Relevant experience or understanding of waste management within a Waste Disposal Authority or Unitary Authority and the issues faced by the public sector
- Experience of Business Objects or similar reporting tools
- Previous experience of using software packages to aid analysis
- Previous experience using databases and case management systems

Qualifications

Essential
- Educated to 'A' level standard (or equivalent), with Mathematics at GCSE (or equivalent) or extensive compensatory experience.

Desirable
- A' level standard qualifications in a quantitative subject

Decision Making
- Manage a varied workload
- Prioritise tasks to achieve effective time management
- Work in proactive manner
- Identify, investigate and raise any performance, trend data quality issues

Creativity and Innovation
- Ability to develop an understanding of a new working environment and Council services quickly
- Proactively keep on top of Waste Data Flow guidance and methodology changes and communicate back to the organisation. Challenge establish working processes and develop innovative solutions

Job Scope Number and types of jobs managed	Budget Holder Responsibility	No
• None		
Typical tasks supervised/allocated to others	Asset Responsibility:	No specialist assets
• None		

Contacts and Relationships

- Work with a range of internal colleagues and external stakeholders at all levels
- Liaise with Waste Data Flow and waste management contractors to improve the quality of data generated for statutory returns and from management information systems
- Develop and maintain data sharing agreements with relevant partner agencies
- Work collaboratively with other members of the team and support wider work in the use of performance and analysis Good interpersonal and communication skills in order to negotiate requests for work and suggest solutions

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviors, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

- Attend regional meetings on behalf of the Council as required
- Ability to visit the Councils Waste Depot and other sites as required to obtain first-hand information and understanding of waste procedures

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	