

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

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Job title:	Junior Data & Performance Analyst	Location:	Cirencester
Department:	Resources, Performance, Data & Growth	Service:	Business Information, Performance & Improvement
Reports to:	Business Information, Performance & Improvement Manager	Working Hours:	37 hours per week
Job group:	Process & Internal Support	Peer group no:	PG-C4
Business World Post number:	New Post	Direct Reports (if applicable):	None
FTE Salary pro rata:	£25,223 per annum	Contract type:	Up to 9 months fixed term, Maternity Cover

Main purpose of this specific role:	<ul style="list-style-type: none"> Supporting the Data and Performance team with analysis and interpretation of data to assess performance and provide insights for decision-making. Maintaining change request and data source information.
Main requirements for this specific role:	<ul style="list-style-type: none"> Data Collection and Preparation: Gather and organise data from various sources, such as databases, spreadsheets, and applications. Clean and pre-process the data to ensure accuracy, consistency, and readiness for analysis. Data Analysis: Assist in analysing large datasets to identify trends, patterns, and anomalies. Use statistical and analytical techniques to draw meaningful

	<p>insights from the data. Collaborate with senior analysts to develop analytical models and methodologies.</p> <ul style="list-style-type: none"> • Track and monitor KPIs (Key Performance Indicators) relevant to the business objectives. Track and monitor performance metrics regularly to identify areas of improvement and success. • Reporting and Visualisation: Create clear and concise reports and dashboards to present findings and insights to stakeholders. Utilise data visualisation tools (such as Google Suite, Power BI, or Excel) to effectively communicate results. • Root Cause Analysis: Assist in investigating factors contributing to performance trends or deviations from expected outcomes. Collaborate with other teams to identify underlying issues affecting performance. • Recommendations and Insights: Contribute to actionable recommendations based on data analysis to improve processes, efficiency, and performance. Work with senior analysts to suggest strategies for optimising performance and achieving goals. • Collaboration: Collaborate with areas of the business to understand data needs and provide analytical support. • Documentation: Maintain documentation of data sources, methodologies, and analysis procedures. • Quality Assurance: Validate the accuracy of data and analysis results through testing and verification processes. • Professional Development: Seek opportunities to learn from experienced analysts and mentors within the organisation. Take the initiative to improve your skills and knowledge in data analysis and related domains.
Essential qualifications/skills /experience specific to this role:	<ul style="list-style-type: none"> • Qualifications equivalent to NVQ level 1 or GCSE in Maths and English • Ability to establish and maintain good working relationships • Natural and engaging style of communication • Ability to apply good judgement and query issues where appropriate • A keen interest in data with a willingness to explore and investigate to discover hidden patterns and trends • Excellent level of IT skills • Ability to prioritise and meet tight deadlines • Ability to maintain confidentiality in accordance with Data Protection under GDPR • Ability to learn new skills and tasks

Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> Competent in using a range of technology and software packages, including Microsoft and Google Good written and verbal communication skills
	Generic Job Profile:
Main Purpose of a role within this job group:	<p>The purpose of the role is:</p> <ul style="list-style-type: none"> To provide transactional services to support and assist the business function, process and service delivery To respond to the needs of internal and external customers, within clearly defined business processes and ways of working in the specific function or business area
Key Responsibilities of a role within this job group:	<ul style="list-style-type: none"> Working under the general direction and guidance from the Business Manager or Operational Manager to undertake allocated tasks and duties as instructed Carry out end to end business processes in a timely and effective manner in accordance with quality standards, guidance and procedures Ensure all relevant customers and company information is captured and recorded accurately Handle queries and follow through to the appropriate, authorised level of resolution or redirect as required Update and maintain internal data and records Identify issues and escalate issues which may potentially impact service delivery Undertake any other duties as reasonably required to do so
General Accountabilities:	<ul style="list-style-type: none"> Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities. The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment

	<ul style="list-style-type: none">• Work in compliance with the Codes of Conduct, Regulations and policies of Publica• To support the response to a major incident, including taking up a designated role within the emergency management framework
Special Conditions:	<ul style="list-style-type: none">• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business• You will be expected to work reasonable additional hours in line with the needs of the service• Full UK Driving License• Ability to travel/ access to a vehicle for work purposes
Date reviewed:	15/01/2026
Reviewed by:	Gemma Moreing
Manager job title:	Business Information, Performance & Improvement Manager
Checked HRBP	Jenny Wells
	Date 20.01.2026