



Job Description

Job Title:	Performance & Insight Analyst
Directorate/Team:	Technology & Insight Directorate
Location:	16 Summer Lane or other site/location
Responsible to:	Business Management Unit Lead (Technology & Insight)
Responsible for:	0
Key working relationships: (internal)	CTIO; Directors; Heads (Product, Data, Corporate IT, Technology Systems & Infrastructure); Enterprise Architect; Corporate PMO; Audit; Information Governance
Key working relationships: (external)	Technology suppliers, delivery partners, contractors and assurance bodies where needed

Purpose of the Post

The Performance & Insight Analyst provides high-quality analysis, performance reporting and operational insight across the Technology & Insight Directorate. As a core member of the Business Management Unit, the role ensures that T&I leaders have a single, accurate and timely view of performance, covering service availability, cyber posture, delivery flow, product adoption, supplier performance, and operational risk indicators.

The postholder supports the BMU Lead by maintaining analytics, dashboards and reporting packs, coordinating lessons-learned workshops, and contributing to continuous improvement activity across RUN and CHANGE teams. This role helps strengthen T&I's evidence base, quality system, and operational maturity, enabling better decision-making and predictable delivery outcomes.

Accountabilities

- **Performance Reporting & Analytics**
 - Produce the T&I performance pack, including KPIs, OKRs, SLAs, flow metrics and risk indicators.
 - Working with finance develop and maintain a view of the total cost of operation for all product and service groups across T&I, including developing an understanding of value for money.
 - Maintain accurate and up-to-date dashboards across product, data, IT and OT service areas.
 - Provide operational data to Directors and Heads to support prioritisation and strategic planning.
 - Generate insights from trends, incidents, change activity and operational telemetry.
- **Continuous Improvement & Lessons Learned**
 - Coordinate lessons-learned cycles after major incidents, releases, failures or significant delivery milestones.
 - Support root-cause analysis, using structured improvement tools (e.g., "5 Whys", cause/effect diagrams, process mapping).
 - Track actions arising from lessons-learned sessions and ensure progress is monitored.
 - Work closely with the BMU Lead to embed continuous-improvement practices into the 13-week operating cycle.
- **Data, Evidence & Insight Quality**
 - Maintain a clear audit trail for performance metrics, ensuring data accuracy and consistency.
 - Ensure all reporting aligns with T&I standards, EA guardrails, and BMU quality expectations.

- Capture and structure operational data from multiple systems (monitoring, ticketing, DevOps tools, supplier reports).
- **Support to Governance & Assurance**
 - Provide evidence for corporate reporting cycles (ARAC, Board, Portfolio Committee, Assurance reviews).
 - Support BMU Lead with monthly and quarterly review packs and operational cadence artefacts.
 - Ensure performance insights are integrated into gate packs, change reviews and readiness assessments.
- **Stakeholder Engagement**
 - Work collaboratively with Product, Data, Corporate IT and TSI teams to gather data and validate performance information.
 - Support the Corporate PMO by supplying accurate performance and benefits data where required.
 - Maintain strong relationships with suppliers to obtain timely reporting and performance evidence.

Responsibilities

Strategic

- Support T&I leadership with insight that strengthens operational discipline, service reliability and delivery confidence.
- Highlight performance themes that may require investment, reprioritisation or risk mitigation.
- Work flexibly and with integrity to meet the needs of the WMCA and the Technology & Insight function.

People

- Build strong working relationships across T&I service areas, Corporate PMO, Service Desk, suppliers and operational teams and technical teams across the WMCA.
- Promote a culture of disciplined, evidence-driven continuous improvement.
- Support Heads in understanding performance of their teams and services and products
- Work collaborative with all colleagues and stakeholders to further common goals.
- Promote agile and Lean working practices across the directorate, including team ceremonies, retrospectives and continuous improvement cycles.
- Support capability-building by identifying skill gaps, utilisation patterns and upskilling needs.

Operational

- Maintain the master dataset for performance reporting and operational intelligence.
- Support preparation for audits, ISO reviews, technical peer reviews and change-readiness assessments.
- Support weekly Ops Huddles, ensuring relevant metrics are available.
- Support and work with DevOps and Lean workflow principles, including analysis for:
 - Kanban boards and visual workflow
 - WIP limits and throughput tracking
 - Flow metrics (cycle time, lead time, throughput, blocker ageing)
 - Capacity-based sprint/iteration planning
- Maintain high-quality data for quarterly performance reviews, audit processes, and ISO controls (e.g., change logs, scheduling evidence).

Financial

- No direct budget responsibility, but contributes analysis to support financial forecasting, supplier cost assessments and value-for-money decisions.
- Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.

Other

- Operate effective matrix working between the Directorate and WMCA Corporate PMO to ensure effective project delivery, portfolio oversight, and financial monitoring.
- Ensure adherence to WMCA governance, HR, procurement and financial protocols.
- Support the BMU Lead in maintaining a high-quality operational environment, predictable workflows, and disciplined scheduling practices.
- Drive continuous improvement in operational processes, tools, and ways of working.
- Represent the WMCA in a professional manner.
- Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
Experience in an analyst, performance reporting or insight-generation role.	x		x	x	
Experience working with operational, service, delivery or technology-related data.	x		x	x	
Experience producing dashboards, reports or analytics for senior stakeholders.	x		x	x	
Experience supporting continuous improvement or lessons-learned processes.	x		x	x	
Experience of working in Agile, Lean or DevOps-aligned delivery practices (e.g., Kanban, flow metrics, sprint planning, CI/CD awareness).		x	x	x	
Experience of working with CABs, release cycles or readiness reviews.		x	x	x	
Experience working in or alongside portfolio-led environments with multiple concurrent projects or product teams.		x	x	x	
Experience contributing to ISO 27001/9001/22301 audit evidence.		x	x	x	
Understanding of enterprise architecture, service management, or technology asset management.		x	x	x	
Skills / Knowledge	E	D	A*	I*	T*
Strong analytical ability, attention to detail and record-keeping discipline and ability to interpret operational data.	x		x	x	
Excellent communication, facilitation and documentation skills.	x		x	x	
Proficiency with reporting and visualisation tools (e.g., Power BI, Excel, dashboarding platforms).	x		x	x	
Understanding of performance frameworks (KPIs, OKRs, SLAs) and basic statistical concepts.	x		x	x	
Ability to work with technical teams to gather and validate information.	x		x	x	
Understanding of ITIL service metrics, delivery flow measures or DevOps telemetry.		x	x	x	
Awareness of ISO 27001/9001/22301 evidence needs (not essential; can be learned).		x	x	x	
Knowledge of cyber security principles, NIST/ISO/NFR frameworks.		x	x	x	
Understanding of digital and technology delivery environments: software engineering, data pipelines, corporate IT operations, OT/public-realm systems.		x	x	x	
Highly organised; strong attention to detail; excellent communication skills; strong problem-solving ability.		x	x	x	
Familiarity with DevOps toolchains (e.g., Azure DevOps, Jira, GitHub boards, CI/CD pipelines).		x	x	x	
Collaborative, diplomatic, and able to influence across organisational boundaries.	x		x	x	
Proactive, organised, and comfortable managing multiple priorities.	x		x	x	
Committed to continuous improvement and high standards of delivery.	x		x	x	
Able to build trust and credibility with senior leaders and technical experts.	x		x	x	
Ability to communicate complex information clearly to senior stakeholders.	x		x	x	
Ability to interpret and report financial, performance and operational information	x		x	x	

Qualification / Education / Training	E	D	A*	I*	T*
Evidence of relevant continuous professional development (analysis, reporting, improvement).	X		X		
Qualifications in data analysis, service management, Agile/Lean, or continuous improvement (e.g., basic Lean/Six Sigma).		X	X		

*Key: A = Application, I = Interview, T = Testing/Assessment

Core Expectations

Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements

Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Job Evaluation Details			
Date Evaluation Agreed	JEP Reference	Grade	Job Family