

JOB DESCRIPTION

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|---|--------------------------------------|-----------------|---------------------|
| Job Title | Data and Performance Officer | | |
| Directorate | Partnerships, Localities and Culture | | |
| Reporting to | Senior Development Officer | | |
| Grade | 13 | | |
| Evaluation ref: | AU0740 | Job ref: | Family CCT13 |
| Role purpose | | | |
| To extract, calculate, manage and provide a variety of data in different formats to support the Libraries Service. | | | |
| Responsibilities | | | |
| <p>With the support of the Head of the Library Service and the Senior Development Officers, lead on the monitoring of performance data regarding library services and projects. Create a robust toolkit to capture and monitor qualitative and quantitative data.</p> <p>Provide training, support and guidance as appropriate across the library service to ensure the best use of data collection and monitoring tools. Develop and implement robust new procedures for data collection.</p> <p>Provide effective analysis and interpretation of data gathered from a number of sources, identify interdependencies between data sets and make recommendations based on that interpretation.</p> <p>Provide informed analysis, research, data and information to support the development and implementation of projects, service plans and business cases.</p> <p>Create and maintain a dashboard and supporting reports showcasing library performance information in an easily digestible and inspiring way and combine quantitative and qualitative data to demonstrate the impact the library service has. Use suitable tools to achieve and improve this, e.g. infographics and business intelligence software.</p> <p>Produce and collate regular statistical reports from the library management system and library collected data for the Library Management Team, e.g. the 'balance scorecard', quarterly management reviews for the Community Libraries.</p> <p>Liaise with Development Officers - Stock, Accounting Managers and Senior Development Officers to co-ordinate the data processing and ongoing monitoring process for stock and reporting of stock acquisition data and stock write offs.</p> <p>Provide monthly reports to the Development Officer - Stock to assist with evidence-based stock management decisions.</p> | | | |

JOB DESCRIPTION

Create and maintain manuals, documents, data recording systems and procedures to ensure service quality and performance. Ensure such systems comply with the requirements of external funding or partnership agencies, as required.

Work with Development Officers to create efficient systems to record library initiatives, services and library use and ensure reports are filed with the relevant funders or partners.

Maintain the day-to-day operation of specialist performance data collection systems and procedures in libraries.

Provide a range of oral and written communication to a variety of internal and external partners and stakeholders, e.g. library teams, strategic managers, and commissioners.

Impact

Contacts & Relationships

Frequent contact with the Senior Development Officers to receive advice, guidance, and instructions.

Frequent contact with other members of the library team, including Head of Library Service, Development Officers and Library Managers for the purpose of receiving specific requests and providing performance data.

Contact with colleagues across the library service to provide guidance about using data collection tools.

Contact with the LibrariesWest systems team, as required to report technical issues with reporting module or request unique reports from the library management system.

Contact within the County Council with Business Intelligence, Public Health, Adult Social Care, and other service areas as appropriate for the purposes of identifying data relevant to library service outcomes.

| | Essential | Desirable | |
|--|-----------|-----------|--|
| Knowledge | | | |
| A sound knowledge of the application and process of a specialist performance data. Strong data skills, able to analyse and use data to compile an evidence-based report. | X | | |

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| Knowledge in the use and application of specialist business intelligence software (EG Power BI, Tableau) | | X | |
| Experience | | | |
| Experience of collecting, compiling and reporting performance data, with accompanying guidance documents for staff training. | X | | |
| Experience in the use of IT systems to process data and extract information. | X | | |
| Evidence of a customer focused approach. | X | | |
| Qualifications / Registrations / Certifications | | | |
| Educational qualifications to at least NVQ3 standard/5 GCSEs including Maths and English at C/Level 4 standard. | X | | |
| Skills | | | |
| IT skills and knowledge of IT applications with the ability to pass skills on to others. | X | | |
| Excellent attention to detail and a confident communicator, verbally and written - able to talk to a range of audiences including front line library staff and senior service managers. | X | | |
| The ability to work to tight deadlines, to prioritise personal workload and to work flexibly. | X | | |
| Excellent verbal and written skills. Numerate | X | | |
| Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016). | X | | |
| Working Conditions | | | |
| The working environment will be part homeworking, part office working in Taunton Library, with a requirement on occasion to travel county wide to include attendance at meetings or training sessions. | | | |
| Working Arrangements | | | |
| Somerset Council's dynamic Working Strategy will be applied to this position. | | | |
| Corporate Responsibilities | | | |

JOB DESCRIPTION

Understands, upholds and promotes the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 25 July 2025