

Job Description:

Performance Analyst

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| Function: | | | | Hard FM Healthcare | | | | | | | | |
| Position: | | | | Performance Analyst | | | | | | | | |
| Job holder: | | | | Vacant | | | | | | | | |
| Date (in job since): | | | | TBA | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Shauna Gemzala – Data & Performance Lead | | | | | | | | |
| Additional reporting line to: | | | | Joanne Dearden – Quality & Compliance Manager | | | | | | | | |
| Position location: | | | | Manchester University NHS Foundation Trust | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| The Performance Analyst will be responsible administering the systems and reporting procedures to ensure all recommended modifications are actioned as directed by the site management team and service operations. The aim of this role will be to improve efficiency and reduce operating costs and determine appropriate procedures for operations and labour management. | | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY17: | £tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | |  | | | | | | | | | | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| **Shauna Gemzala**  **Data & Performance Lead**  **Performance Analyst** |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Exchange, interpret, analyse and calculate complex information and communicate to specialists and non-specialists * Have specialist administration skills and experience within a maintenance environment. * Collect all data and information required by technical management and to present data and information in standard formats to technical managers. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| Collate information from all managers for inclusion in contractual reports  Analyze Performance & Compliance shortfalls and recommend solutions to the Senior Estates Analyst & Compliance manager.  Perform asset management duties on site in line with Team objectives  Work with administrative & operational staff to ensure SharePoint is up to date and used correctly  Monitor and report on the labor for all engineers on site then present this information to ops leads, management & other key stakeholders  Work with Central Service Ops to help measure Performance  Make various changes to CAFM system to ensure PPM Job Plans and Schedules are contractually compliant  Perform Ad hoc queries for management, generate reports and databases for them to be able to present and track any issues found  Contribute to local team meetings and work towards meeting objectives  Assist in gathering information & driving of Weekly Performance Dashboards, MPR & Trust Challenge Report  Assist in compiling audit evidence for Contract Performance Monitor/ External Specialists/ Authorities.  Act when there are failures in compliance, deadlines or initiatives and report these to technical managers to build and develop performance.  Provide professional support to all staff, colleagues, Engineering Supervisors and to Trust representatives in order to develop a “team” approach.  Maintain formal and informal communication with Trust managers related to services activities/ working group. Develop good working relationships with clinical and non-clinical staff at all levels  Use of IT systems to include the CAFM, SharePoint and subcontractor systems to provide, monitor and report data within the Quality Assurance and other management reporting systems.  Provide administrative support to the Compliance Team where required.  Offer support and act as back up contingency for the Quality Assurance Officer as needed  Ensuring a safe working environment and safe systems of work are followed |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Communication & Relationships Skills * Knowledge, Training & Experience * Analytical & Judgemental Skills * Planning & Organisational Skills * Patient/ Client Care * Financial and Physical Resources * Policy/Service Development |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Proven experience within a similar role * Confident, capable and able to assess situations * Self-motivated and able to adapt to changing priorities * Previous experience using SharePoint and CAFM systems. * Able to demonstrate an aptitude for problem solving using a logical approach * Confident and logical under pressure but must understand urgency and respond accordingly * Attend external and internal courses as required * Good understanding of Health and Safety at Work regulations. * Proficient in Microsoft Office, particularly Excel, with advanced-level skills in managing and organizing extensive data sets, utilising pivot tables and VLOOKUP’s. * Must be able to demonstrate good verbal and written communication skills with good level of mathematical skills |
| Desirable:   * Previous experience within a Health Service context * Demonstrating maturity in working with Hard FM groups * Any specialist knowledge relevant to the health care environment. * Maximo superuser * Power BI Experience |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Leadership & People Management | | * Rigorous management of results | * Innovation and Change | | * Brand Notoriety | * Business Consulting | | * Commercial Awareness |  | | * Employee Engagement |  | | * Learning & Development |  | |

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| 9. Management Approval – To be completed by document owner |
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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |