



Role Title	Performance Research Officer	Reporting to	Information Specialist
Section	Performance Review	District/Department	Corporate Services
Tenure		Rank/Grade	Scale 4

Part A – JOB DESCRIPTION

Overall purpose of role	Provision of performance information and a research capability to support the Force, Divisions and Departments in meeting performance targets and addressing performance issues.
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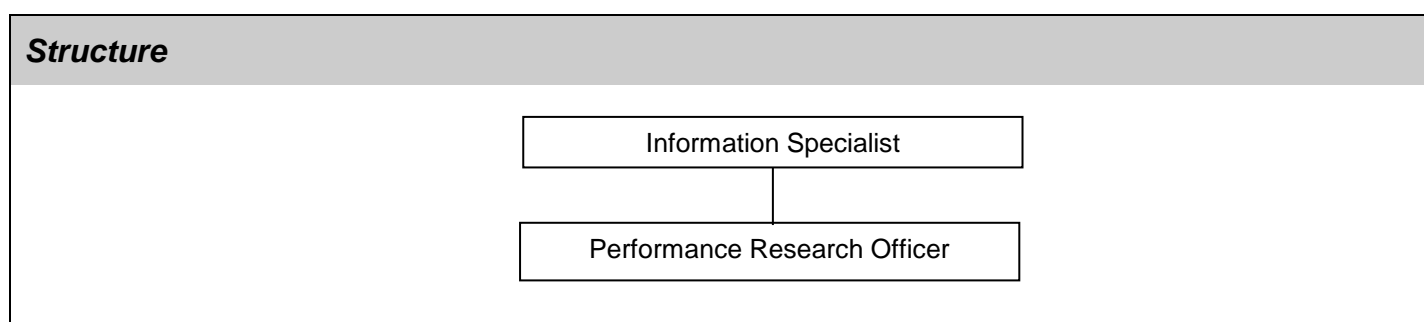
Key outputs for role –	
1.	Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes
2.	Input, maintain and retrieve data from computerised systems in order to provide performance related management information and datasets, ensuring accuracy of data is maintained.
3.	Develop data recording systems to collate performance related information to support research and analysis.
4.	Collate and compile performance information for teams and individuals to enable managers to improve service delivery through team reviews and staff development.
5.	Through analysis and evaluation of records, undertake quantitative research to identify the reasons for performance trends in order to support corporate and local understanding and decision making.
6.	Through consultation with officers, staff and service users, undertake qualitative research to identify service delivery issues and disseminate good practise in order to improve performance.
7.	Provide performance information on an ad-hoc basis to support projects, operations, partnerships and other requirements.

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)
<ul style="list-style-type: none">Force systems, eg Niche RMS, Corvus, NSPIS-HR, Microsoft Office.The performance issues determine the volume and/or complexity of research required.Contributing towards the Force achieving its targets and priorities, including attendance at meetings where appropriate.

Work/Business contacts
Internal: Management Teams for performance related data. Police Officers and Support Staff inside and outside the Department for performance related data.
External: Home Office, HMIC, ACPO and other Forces regarding Force performance indicators and monitoring systems. Officers of Local Authorities, educational establishments and organisations both public and private.

Expertise in Role Required (At selection - Level 1)	Essential or Desirable
• Ability to understand and interpret statistical performance information, including graphical representations and complex datasets.	Essential
• A proven ability in the use of Microsoft Office, including Excel.	Essential
• A proven ability to tailor research to suit requirements.	Essential
• Thorough understanding of key Force information systems, in particular Niche RMS, Corvus, NSPIS-HR and other systems used for performance assessment.	Desirable
• Knowledge of policing policies and practises.	Desirable
Other (Physical, mobility, local conditions)	
• Is prepared to work flexible hours and varying locations to suit the requirements of the Force.	Essential

Expertise in Role - After initial development - Level 2
• Has developed a thorough understanding of relevant Force systems, including completing Niche RMS General User and PNC Names Enquiry courses.
• Has detailed knowledge of relevant policing policies and practises.
• Basic knowledge of records management standards, Data Protection Act and the disclosure of information as it relates to the work of the department.



PART B – COMPETENCIES & VALUES

Competency and Values Framework – http://wyp-infoshare/sites/registry/HO%20SD%20%20College%20of%20Policing/CoP%20-%20Guidance%20documents/Competency%20and%20Values%20Framework%20for%20Policing.pdf
Level 1 - Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)
• Is recognised and used as an expert in all matters relating to performance research.

PART D - ACCESS & VETTING

Standard IT Access	Default
Police Building (Perimeter and Zone access)	Perimeter Access HQ Finance Department and Police Buildings within assigned Business Cluster Unit
Vetting Level	Management Vetting
Date amended role profile	15 November 2017