

JOB DESCRIPTION

Job Title	Data and Performance Officer		
Directorate	Partnerships, Localities and Culture		
Reporting to	Senior Development Officer		
Grade	13		
Evaluation ref:	AU0740	Job Family ref:	
Role purpose			
The Data and Performance Officer is responsible for extracting, managing and analysing a wide range of performance data to support the effective delivery and continuous improvement of library services. The role leads on the development and maintenance of robust data collection, monitoring and reporting processes, ensuring both qualitative and quantitative information is captured consistently and accurately. By producing clear dashboards, statistical reports and performance insights, the postholder enables evidence-based decision making and demonstrates the impact of library services and initiatives. Working closely with Senior Development Officers, Library Managers and wider stakeholders, the role provides expert guidance, training and support to ensure the effective use of data systems and tools across the service. The postholder interprets complex data from multiple sources, identifies trends and interdependencies, and presents findings in accessible formats to inform service planning, projects and business cases. In addition, the role ensures data systems, procedures and reporting meet organisational and external partner requirements, contributing to high-quality, compliant and outcome-focused service delivery.			
Accountabilities			
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. 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. 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. Provide informed analysis, research, data and information to support the development and implementation of projects, service plans and business cases.			

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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.

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.

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.

Provide monthly reports to the Development Officer - Stock to assist with evidence-based stock management decisions.

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.

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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		
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		

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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			
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