



Job Description

Job Title	Apprentice Data and Performance Analyst
Directorate	Neighbourhoods
Service Area	Housing – Housing Solutions Service
Grade	AP2
Competency Level	1
Salary	£24,547
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	N/A - Apprenticeship

Job Purpose

A 24-month fixed term apprenticeship undertaking the Data Technician Level 3 qualification whilst working in a supported environment to develop skills and knowledge.

Assist and support the research, collation and analysis of relevant data sets across a number of programmes and from various sources both internally and externally as required for the successful implementation and delivery of homelessness and homelessness prevention and when appropriate, for communicating this in reports, presentations, and briefings to the HIIT and key stakeholders.



Directly Responsible For:

Not Applicable

Directly Responsible To:

Housing Solutions Performance and Quality Manager

Main Areas of Responsibility:

- Assist and support the research, collation and analysis of relevant data sets across various sources both internally and externally as required for the successful delivery of Housing Solutions objectives and outcomes
- Assist in the production and communication of performance reports to management teams and other key stakeholders which identify trends specifically within the Housing Solutions Service and performance improvements against agreed objectives and targets.
- Suggest recommendations to the Data Analyst for risk management / improvements relating to data and performance
- Assist in the production of performance reports to inform on progress of prevention and accommodation activity and give proposals based on intelligence for further targeted proactive activities
- Support on the evaluation / reporting of outcomes from targeted activity in line with agreed objectives and outcomes for the service, aggregating data and reviewing case studies that showcase the work of the service
- Participate in Liverpool City Council's Apprenticeship Programme which will include undertaking the Data Technician Level 3 Apprenticeship. Apprentices are expected to commit to and complete all elements of the apprenticeship standard, as identified in the individual learning plan, to the best of their ability (with support as and when required)
- Participate in training and personal development, using all learning opportunities to develop personal skills necessary to improve effectiveness,



efficiency and delivery of service in line corporate, directorate and service priorities.

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands:

- You will be required to sit for long periods of time and use a computer screen for sustained periods of time.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.



- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



Personal Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Five GCSEs at grade 9-4/A*-C including English and maths or equivalent (A)

Experience

Essential

- Experience of delivering excellent customer service (A,I).
- Knowledge of IT software packages, e.g. MS Office packages including Word, Excel and Outlook (A,I)

Desirable

- Experience of research, data collation, analysis and interpretation

Skills/Abilities

Essential

- Good organisational skills with ability to prioritise work and work accurately to meet deadlines (A,I)
- Ability to work in and contribute to a team (A,I)



- Good level of accuracy and attention to detail (A,I)

Desirable

- Excellent oral and written communication skill and particularly the presentation of data to various audiences including recommendations for improvements
- Demonstrable ICT ability to effectively use and develop Microsoft Office, databases, statistical tools and web-based portals

Commitment

Essential

- Commit to and complete all elements of the Data Technician Level 3 Apprenticeship standard, to the best of your ability (with support as and when required (A,I))
- Commitment to equality, diversity, and inclusion when dealing with our customers (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Flexible and adaptable in response to client needs
- Commitment to delivering high-quality services and achieving positive outcomes for residents