

ROLE DESCRIPTION

Role:	Performance & Insight Officer – BI Experience Essential[Part-time]
Responsible to:	CEO
Hours:	1-2 days a week [7.5-12 hours per week, negotiable depending on the candidate]
Location:	Newham Office, Truro
Payment:	Competitive-range £27,411-£29,591 FTE [Grade 2 higher] Pro Rata
Contract:	Fixed until May 2029

About Us:

We are an organisation dedicated to amplifying the voices of people in Cornwall who have shared their experiences in health and social care. By collecting and analysing public feedback, we work to drive improvements in local services and ensure that people's voices are heard by decision-makers.

Our feedback system, FREDA, is central to this mission, holding a vast database of personal experiences, including comments, compliments and concerns about healthcare and social services.

Power BI is the tool we use to translate the feedback from FREDA into actionable reports that reflect the data and sentiment of those who have shared their experiences with us.

Role Overview:

We are seeking a part-time Performance & Insight Officer with considerable experience of Power BI reporting to join our team. Working closely with our administrative team, you will help ensure our reporting and analysis processes are both effective and aligned with the voices of the people who contact us. The successful candidate will be responsible for managing and enhancing the reports generated from FREDA, coding new requirements, improving our data systems, and ensuring that the data and sentiment in our reports are accurately represented.

This is a flexible, part-time role with the option to negotiate hours with the right candidate. You will play a key role in making improvements to our reporting process, ensuring that the feedback we collect is properly analysed, and supporting our work to influence and improve local health and social care services.

KEY RESPONSIBILITIES

Running Power BI Reports:

Generate and manage regular Power BI reports from our data system (FREDA), ensuring the information is accurate, timely, and aligned with the experiences and concerns of people in health and social care.

Manual Data Entry & Updates:

Add statements and analysis manually into Power BI, incorporating data from FREDA and integrating quotes as needed. Ensure data entry is accurate and up to date.

Improvement & Optimisation:

Review and improve existing reports and digital processes, ensuring they reflect current feedback and provide valuable insights for decision-makers.

Data Coding & New Requirements:

Collaborate with the administrative team to code new requirements, ensuring reports reflect up-to-date information and meet evolving needs.

Digital Process Alignment:

Ensure our reporting processes align with digital best practices and suggest improvements to enhance efficiency and accuracy.

Documentation:

Maintain clear and accurate documentation of all processes, reporting, and changes to ensure consistency and continued workflow.

Person specification: Power BI Analyst

Qualifications, Experience & Skills	Essential	Desirable
Microsoft Power BI Certificate or Proven Knowledge of Power BI	Solid experience with Power BI, including creating and running reports, managing datasets, and automating processes.	Familiarity with using systems such as FREDA (or similar data management tools) for input and reporting.
Data Handling & Analysis	Ability to manage, manipulate, and analyse large datasets, ensuring accuracy and meaningful insights.	
Manual Data Entry & Reporting	Experience in manually inputting and updating data in reports, ensuring the consistency and integrity of the information.	
Problem-Solving & Process Improvement	Ability to review existing processes, identify inefficiencies, and recommend or implement improvements to enhance the digital reporting system.	Enthusiasm for improving technical skills and staying up to date with the latest trends in data reporting and analysis.
Attention to Detail	High level of accuracy when inputting and analysing data, ensuring reports are error-free and faithfully reflect the feedback provided.	

Collaboration Skills	Ability to communicate clearly and effectively with internal teams, particularly when explaining technical requirements or changes.	
Personal Attributes		
Proactive	Takes initiative and can work independently.	
Collaborative:	Ability to work effectively as part of a team.	
Flexible	Ability to adapt to changing needs and priorities in a fast-paced environment.	
Analytical Thinker	Strong attention to detail and ability to interpret data meaningfully.	
Organised	Manages workload effectively, ensuring tasks are completed to deadlines.	

This role is perfect for someone who enjoys working with data, improving systems, and is comfortable in a flexible, part-time capacity.

If you have the expertise in Power BI and are passionate about making improvements to reporting processes, we'd love to hear from you.

This job description outlines your main tasks and responsibilities but you may be required to undertake further duties when necessary.