

Job Title: Performance and Data Coordinator
Reporting to: Commercial Performance and Data Team Manager
Directorate
Direct Reports: 0
Resources

Job Band: 5
Team Performance, Planning & Commercial Analytics

Job Summary

The Performance and Data Coordinator is central to the regular reporting of key metrics and dashboards for the Enterprise Network. Assisting the Commercial Performance and Data Team Manager they will ensure timely report production to enable business decisions to be made. This role is an integral member of the commercial performance team who will lead on reporting, analysis and the identification of improvements in data standards. A key part of the role includes translating business requirements into dashboard visualisations.

Key Responsibilities

- Analysing a range of business data from within the Enterprise network, building and maintaining dashboards for managers using Power BI.
- Combining data and analysis into impactful, actionable reports for stakeholders.
- Collaborate with users, key stakeholders and project teams to translate business requirements into reports, refining the initial briefs to ensure reports answer the real needs of the business.
- Clearly communicate key findings to senior stakeholders and peers.
- Support in any changes or advances in systems with a view of optimising and continuous improvement.
- Using advanced Excel and SQL skills to extract and manipulate large data sets.
- Monitor and manage data accuracy.
- Actively work with stakeholders on enhancements and changing requirements of reports in line with business needs, taking ownership and following it through to resolution.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

Important things you need to know about this job

- Be prepared to travel throughout England if needed – to meet with stakeholders
- Be able to work on your own initiative
- Have willingness to learn and adapt new skills

Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C / 4) including Maths & English	✓	
Microsoft Power BI Certification		✓
Experience		
Experience of extracting and manipulating data	✓	
Experience of working with multiple stakeholders	✓	
Experience of using visualisation tools to tell stories with data	✓	
Experience of working with complex data sets	✓	
Experience of working with stakeholders to translate business requirements into reporting and insight		✓
Skills, knowledge and abilities		
Be willing and able to exemplify the HEART values	✓	
Advanced knowledge of Microsoft® Excel	✓	
Be able to manage multiple conflicting priorities and be adaptable to changing circumstances		✓
Strong analytical capabilities as well as good attention to detail	✓	
Advanced knowledge of data visualisation tools (preferably Power BI)	✓	
Excellent communication skills, with the ability to explain complex analysis for nontechnical stakeholders	✓	
An analytical mindset with problem-solving skills	✓	
DBS Requirement	Yes	No
Does the role require a DBS check to be carried out to be successful for the role	✓	
<i>If 'Yes' what level of DBS check is required for the role? Is it Basic</i>		



This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: TO	Date of preparation: 25/03/2025
Job Approved Date: [Date approved by Job Approval Panel]	Version: (x of y) 2 of 2
Ref: JDPS / Resources / Performance, Planning & Commercial Analytics / Performance and Data Coordinator / 25	