Job Description

Job title	Performance & Insights Co-ordinator	**Date** September 2025
Reports to (title)	Operations Reporting & Analytics Manager - AWE	
Contract/Department	AWE	**Revision** 1.0
Location	Aldermaston, Berkshire / Hybrid – minimum 3 days a week in the office	

Job purpose
Describe the overall purpose of the job in two or three sentences.

The Performance & Insights Coordinator will play a key role in supporting the Data & Insights team to monitor, measure, and improve contract performance. This role will focus on ensuring adherence to contractual Key Performance Indicators (KPIs) and supporting the development of accurate, timely reporting.

The postholder will work closely with the Data Analyst and wider team to identify trends, highlight risks, and contribute to rectification plans that drive service excellence and continuous improvement.

Duties/responsibilities/accountabilities/deliverables
List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Support the monitoring of contract performance against agreed KPIs and service levels.
- Produce accurate, clear, and well-structured performance reports for internal and external stakeholders.
- Assist in identifying trends and potential areas of underperformance, escalating risks appropriately.
- Contribute to the preparation of rectification and improvement plans to maintain service standards.
- Maintain accurate records and ensure data integrity across systems.
- Provide strong administrative support to the Data & Insights team, ensuring processes are well-organised and efficient.
- Support digitisation initiatives, process improvements, and the adoption of new technologies.
- Communicate effectively with colleagues, stakeholders, and clients both verbally and in writing.

- Collaborate with the wider team to promote a culture of service excellence, data-driven decision-making, and continuous improvement.

There is an opportunity for the successful candidate to complete an apprenticeship, such as a Level 4 Data Analyst, as part of this role should they wish to.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

N/A

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

Skills & Attributes:

- Highly organised, with excellent attention to detail.
- Strong administrative and co-ordination skills.
- Clear, articulate communicator with excellent written and verbal skills.
- Logical thinker with strong analytical and problem-solving abilities.
- Ability to work independently while also contributing as part of a team.
- Comfortable working with data and performance metrics.
- Proactive and adaptable, with a focus on continuous improvement.

Experience & Qualifications:

- Previous experience in an administrative, reporting, or performance-monitoring role.
- Experience in facilities management desirable but not essential.
- Proficiency with Microsoft Office 365 (particularly Excel, Word, PowerPoint).
- Proficiency with Microsoft Power BI desirable but not essential.
- Strong numerical and critical analysis skills.

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

- Must be able to obtain and maintain security clearance, currently at SC level.
- Must be a UK National.

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	