

Role Profile

Service:	Family Services - Early Intervention and Prevention – Service Commissioning and Business Improvement
Location:	NLBP
Job Title:	R89 - Strategy & Insight Officer
Grade:	38 - 41
Post No.:	
Reports to:	Strategy, Insight & Commissioning Manager

1. Purpose of Job:

- Take a lead role in supporting strategic planning and policy development in line with corporate and local priorities. Lead and manage projects with strategic implications which evaluate needs, services and costs, and use the findings to inform strategies, plans and financial planning. Make recommendations and take a lead on developing and implementing future options around budget savings.
- Drawing on significant expertise, provide the operational lead for the business and budget planning process, including the development and review of service plan and strategies, scheme of delegation, coordination of Committee reports and DPRs, and consultation. Be responsible for the service's forward work plan, ensuring clear governance mechanisms are in place, and take decisions on the best processes to follow.
- Provide high quality analysis and make recommendations for change, ensuring insight informs strategy development, policy decisions and service improvement to enhance and maximise the efficiency and effectiveness of the service.

2. Key accountabilities/duties/responsibilities:

- Hold and develop a service specialism and act as the key contact; working closely with a linked Performance Analyst to provide the relevant Head of Services and Assistant Director with pro-active support, advice and challenge; with lead responsibility for ensuring strategy and service development is underpinned by a robust understanding of data (including financial, service users and operational performance) and the wider policy environment. Provide support for Development Projects where required.
- Based on detailed understanding and research, provide high quality support and advice on business development and service improvement projects, service planning, inspections and responses to government consultation. Scan horizons and use discretion to identify and brief Directors on priorities.
- Manage complex, conflicting priorities and tight deadlines across a varied workload for different areas. Maintain a high degree of flexibility.

- Provide expert advice that enables managers to develop a deeper insight into their business, in respect of customers/service users, the relative cost of services and service quality.
- Provide a professional research and review service to deliver thorough, relevant, accurate and innovative reports and projects that support service planning and policy development across Family Services. Lead on the generation and delivery of innovative solutions to deliver service priorities.
- Provide and present to senior managers clear, concise and accurate reports and briefings underpinned by robust data analysis. Make recommendations for change that have implications for local and Council-wide policy and lead on the implementation of these.
- Provide simple statistical analysis and interpretation of a range of data to support Family Services in assessing current performance and developing services to meet future demand. Liaise with Performance Analysts in relation to complex data analysis.
- Be responsible for undertaking quantitative and qualitative research to inform plans, policies, commissioning arrangements and performance improvement across Family Services, including analysis of consultation responses, equalities data, and service user information
- Maintain an up-to-date understanding of policy, legislation and the key measures Children's Service is judged on to help inform service direction. Identify opportunities for improvement and drive these through.
- Develop and maintain a good understanding of the service's business needs to ensure that research, strategic planning and policy reviews are relevant and add value to the business and comply with the corporate priorities and statutory frameworks
- Lead on the equalities agenda as it applies to the service area and set standards around this
- Work collaboratively with internal and external stakeholders to identify best practice and propose solutions to strategic challenges, representing the Council as appropriate and maintaining a strong network of contacts.

3. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

4. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above and which is on occasion outside of normal working hours and/or at locations that differ from the primary place of work. Such duties, however, will fall within the scope of the post, at the appropriate grade.

5. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the work place and in the services the council delivers.

PERSON SPECIFICATION

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Knowledge, training and experience
<ul style="list-style-type: none"> • Educated to degree level or equivalent (preferably in a relevant discipline) • Strong project management/research training or on the job experience supplemented with relevant training • Extensive knowledge, experience and understanding of undertaking research and delivering highly valued and relevant reports and recommendations. • Proven experience and understanding of constructing well structured, clear and concise briefing papers and reports. • Evidence of effective delivery in a demanding environment. • Extensive knowledge, experience and understanding of using data and its analysis for the benefit of the business • Highly numerate with practical knowledge of basic statistical techniques and reporting • Successful experience and/or knowledge of working within a local authority, or in an equivalent Children's Service organisation/environment. • Promote and safeguard the welfare of children, ensuring this principle, culture and practice is embedded across the team and in all business processes and communications, in compliance with national and local procedures and protocols. • Ensure that all personal data is handled securely and in strict compliance with the data protection legislation and Family Services and the Council's data management protocols. • Highly skilled expert in the use of standard Microsoft Office products such as Word, Excel, PowerPoint.

Skills

Planning, organising and controlling skills

- Able to effectively create and manage working groups to deliver service objectives.
- Able to formulate and implement strategic and operational plans
- Track record of supporting transformational change in a complex environment.
- Ability to manage a complex workload and meet tight timescales

Communication and influencing skills

- Evidence of ability to prepare and deliver presentations of potentially complex issues in an effective and clear style.
- Proven ability to develop and maintain effective professional working relationships and networks with stakeholders and use these relationships to improve the effectiveness of the service
- Ability to advise, persuade and influence stakeholders in a professional and effective manner.
- Excellent written and verbal communication skills. Ability to communicate accurately and appropriately with members of the public, senior management and elected Councillors.
- Political awareness and proven ability to handle the Councillor/Officer interface effectively and professionally in a way that establishes confidence, credibility and trust.
- Ability to work effectively with senior managers, staff, schools, external partners and to establish confidence, trust and credibility. Ability to build and nurture good working relationships with colleagues and other stakeholders.
- Recognises the importance to the council of active partnership working and embraces partnership working where relevant to deliver services most effectively and efficiently

Initiative and Innovation skills

- Record of delivering successful and innovative solutions to business challenges
- Ability to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support.
- Proven record of achievement in delivering logical and effective decision making, high quality, accurate and timely work
- Capable of reviewing and evaluating results against quality standards, sharing this learning with others and taking decisive action to ensure that plans are delivered
- Demonstrates a dynamic and achievement orientated culture.
- Ability to work effectively, flexibly and constructively with colleagues in a team where team members work positively to a shared goal.

Supplementary Information Form

Post Title	R89 - Strategy & Insight Officer
Service Area	Family Services - Early Intervention and Prevention – Service Commissioning and Business Improvement
Job Ref Number	For office use
Budget management accountability	None
Staff management accountability	No direct management, but must be able to effectively create and manage working groups to deliver service objectives.
Physical effort	none
Working environment	Office based working environment

Role Profile Checklist

- 1 The role profile contains a **job purpose** statement that clearly and concisely describes the overall purpose of the job. This should be a short statement, usually 2 or 3 sentences at the most. ☐
- 2 The role profile contains a number of **accountability or responsibility** statements that describe the role in more detail. ☐
- 3 The role profile contains a **person specification** that clearly details the knowledge, skills and experience required by somebody to carry out the job. ☐
- 4 The role profile contains the level and type of qualification (or equivalent experience) required to carry out the job ☐
- 5 The SIF contains specific information concerning accountability for managing or monitoring budgets and/or the management or supervision of other people. ☐
- 6 The SIF contains specific information concerning the physical effort and/or working conditions experienced in the role. (over and above 'normal' office environment) ☐

DECLARATIONS

This role profile and supplementary information form provides a fair reflection of the responsibilities, duties and demands of the role and the knowledge, skills and competencies required to carry it out.

Line manager to tick the appropriate boxes below:

- 1 Consulted with individual jobholder if applicable (do not tick if the job covers more than one jobholder) ☐
- 2 Consulted with group/sample of jobholders if applicable (do not tick if the job covers just one jobholder) ☐
- 3 Trades union involved in the update process if applicable (please tick if a trade union representative has been involved in the update process. For example, if the individual is a union member and requested their rep be involved or where there are larger groups of employees) ☐

Line Manager	Head of Service
Print	Print
Sign	Sign
Date	Date