

Role Profile

Service:	Family Services - Early Intervention and Prevention – Service Commissioning and Business Improvement
Location:	NLBP
Job Title:	R99 - Performance Officer
Grade:	H
Post No.:	
Reports to:	Senior Performance Officer

1. Purpose of Job:

- Analyse, track and report on Family Services performance, using local and national data, benchmarking against industry standards and national guidelines, and use this to make recommendations for service improvement.
- Provide expertise in data handling, analysis, interpretation and presentation, including statistical techniques, and assist service teams to analyse and interrogate data relating to their own performance to enable them to establish methods of improving services. Set standards for performance management across the service.

2. Key accountabilities/duties/responsibilities:

- Hold and develop a technical service specialism, working closely with a linked Strategy and Insight Officer to provide the relevant Head of Services and Assistant Director with relevant information to help ensure strategy and service development is underpinned by a robust understanding of data
- Analyse performance indicators, trends and information from current activity, consultation, case reviews and customer surveys and take necessary actions where appropriate; to develop and communicate quality assurance systems within Family Services
- Work to tight and changing deadlines, managing conflicting priorities across a varied workload for different service areas.
- Work with colleagues to ensure the integrity and accuracy of data is maintained at all times, and data is held, transferred and used in a secure manner and in accordance with local, corporate and statutory guidelines
- Administer the risk management system for Family Services, working closely with colleagues to ensure risks inform business planning and are an embedded part of performance management
- As a technical expert, develop and deliver data reports from case management systems appropriate to user/business needs. Enable and encourage service users to generate their own reports where this is judged a more efficient use of resources, using the data reporting tools available.

- Identify new ways of monitoring and tracking outcomes to improve and inform service delivery, advising Directors as appropriate
- Take ownership of the coordination and preparation of performance reports, to include trend analysis and projections where appropriate, incorporating updates from service leads, national and local databases.
- Support teams by closely tracking performance and identifying service users' needs to determine future service development, advising and making recommendations.
- Upload and download datasets and work closely with relevant teams to ensure that the data collected informs business planning
- Based on the analysis of performance and other data, assess and highlight areas of priority need.
- Support service development by providing high quality data and reports, co-ordinating performance management activity and inputting to needs assessment work
- Collate and analyse information and data to support service needs
- Provide clear, concise and accurate reports underpinned by robust data analysis to aid decision-making. Be responsible for finding solutions to data challenges and lead on the implementation of this.
- Work in collaboration with internal stakeholders and partnership organisations to embed a performance management culture across the service, providing training where necessary and developing and setting new standards.
- Research best practice in other boroughs and sectors to help drive improvement
- Liaise with internal and external partners to support partnership working
- Develop and maintain a good understanding of the service's business needs and industry best practice to ensure that performance activities are relevant and add value to the business and comply with the corporate priorities and statutory frameworks

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"> • Training/qualifications in field relating to statistics is desirable • Educated to degree level or equivalent (preferably in a relevant discipline) • Deep understanding of Performance Management principles and practical methods of improving service delivery in a Children's Service context. • Highly computer literate with the ability to develop and impart specialist knowledge and expertise • Highly numerate with an excellent practical knowledge of statistical techniques and reporting • Expert in and experience of using/managing a business reporting system • Extensive knowledge, experience and understanding of undertaking research and delivering high quality reports • Evidence of effective delivery in a demanding environment • Successful experience and/or knowledge of working within a local authority, or in an equivalent 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. • Proven competency to 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

- Understand the corporate and service plans and ensure this directs day to day service priorities.
- Ability to manage a complex workload and meet tight timescales
- Able to support/train colleagues from across the service in data analysis

Communication and influencing skills

- Evidence of ability to communicate 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 and senior management
- Political awareness and proven ability to handle the Councillor/Officer interface effectively and professionally in a way that establishes confidence, credibility and trust.

Initiative and Innovation skills

- Successful record of delivering successful and innovative solutions to business challenges
- Highly innovative in developing proposals that meet complex business challenges
- Ability to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support.
- Capable of reviewing and evaluating results against quality standards, sharing this learning with others and taking decisive action to ensure that plans are delivered
- Ability to work effectively, flexibly and constructively with colleagues in a team where team members work positively to a shared goal.
- Ability to work effectively with senior managers, staff, and external partners and to establish confidence, trust and credibility
- Recognises the importance to the council of active partnership working and embraces partnership working where relevant to deliver services most effectively and efficiently

Supplementary Information Form

Post Title	R99 - Performance 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	None
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