

Job Description and Person Specification

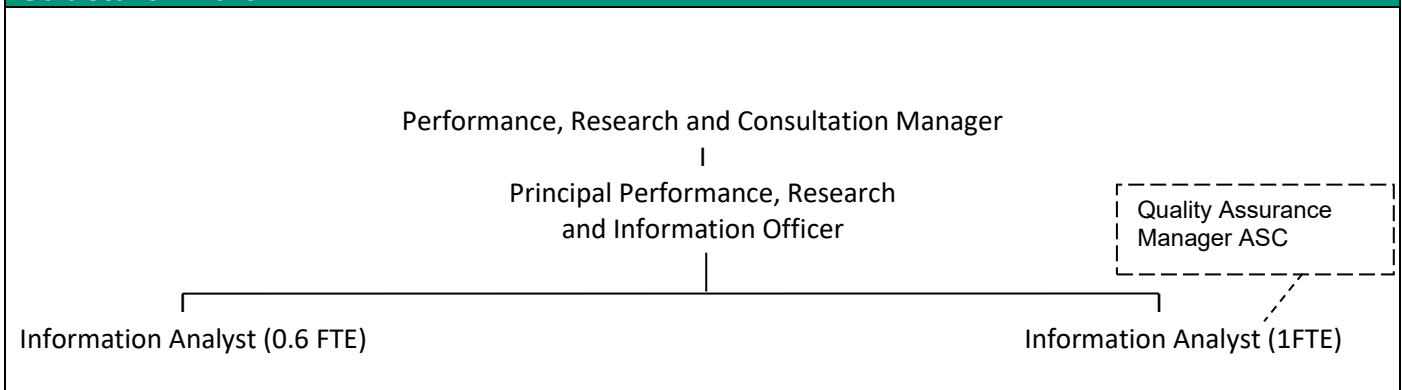
Job title:	Principal Performance, Research and Information Officer
Directorate:	Resources
Service:	Strategy and Governance
Team:	Performance, Research and Risk (PRR) Team
Post number:	02425
Salary grade:	K
Work location:	Market Street
Reports to:	Performance, Research and Consultation Manager
Supervises:	Two Information Analysts

Job Purpose

To manage an information service that provides timely, accurate and intelligent information to both staff internally and external agencies. To oversee the production of statistical returns to central government.

This post provides the specialist Performance, Research and Consultation management and delivery function for Children and Family Service. In addition, by working in a matrix management style with the other managers and Principal Officers in the team and with other Officers within the council, the post provides line management to the Analyst colleagues specialised in supporting Adult Social Care service.

Structure Chart



Main Duties and Responsibilities

- To oversee the production of statistical returns to central government bodies: To manage a small team of staff to ensure information requirements are met with a high standard of accuracy and within deadlines. To liaise with IT and operational colleagues to ensure that systems and processes continue to be developed to meet evolving needs.
- To oversee the preparation for and the support for statutory inspections (e.g. Ofsted) in relation to data and performance management requirements.
- To manage an information service to staff internally: To establish systems for performance

Main Duties and Responsibilities

monitoring and to produce reports in a variety of formats to provide feedback on performance and trends. To ensure that managers are kept informed about performance in key areas. To produce, analyse and report on data to inform service development and planning.

- To manage the work of the Information Analysts including supervision, appraisal, identification of training needs etc. This includes providing prioritisation and direction in relation to Children and Family Service's tasks but also liaising with the other managers and Principal Officers in the team and with officers in the wider Council (e.g. Quality Assurance Manager ASC) that will provide the prioritisation and expert advice for Adult Social Care Service related tasks.
- To link with the software providers' support teams to ensure that the relevant databases facilitate the recording of information required for statutory and internal reporting. To liaise with the software providers over the development of management information tools and evolving data requirements. To act as the service lead in relation to data reporting as part of system replacement/upgrading projects.
- To coordinate the Research Governance approach: To source guidance and best practice information about research governance and to promote its use internally. To set up processes for assessment and decision-making in relation to research applications and to provide guidance to staff wishing to undertake research.
- To promote and raise awareness of both evidence informed practice and the role of evaluation. To work with managers to carry out evaluation projects and/or to assist staff in undertaking their own evaluation projects by advising on appropriate methodology and approach.
- To administer a bi-monthly programme of case audits for children's services, working with nominated operational leads in order to ensure that these audits take place. To carry out data analysis and to produce written reports of findings. To link with Children Services Management Team to ensure that agreed actions are followed through.
- To work with managers in the service to support and advice on developing, implementing and reporting on consultation and feedback exercises.
- To administer the Child Trust Fund / Junior ISA schemes for children in care.
- Work with the colleagues in the PRR team to deliver key research, consultation or performance management activities.
- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

Complexity and Creativity

The postholder has lead responsibility for the co-ordination and management of a diverse, highly complex and constantly evolving range of information requirements. Performance data is subject to a high degree of scrutiny both within and outside of the organisation. Reporting therefore needs to be carried out to a high standard of accuracy and with an appreciation of both the local and political context. The postholder needs to enable senior staff to feel supported in the planning, management and commissioning of services.

The development of evaluation systems that measure outcomes and satisfaction for service-users requires creativity and a good understanding of the aims and objectives of the service. The postholder needs to be able to influence others in order to promote and develop evidence informed decision making – and to ensure that performance management is embedded in the day to day work of the service.

Judgement and Decisions

This is a key support role within the service group. The postholder needs to work with a high degree of independence, but also to consult and liaise with a range of staff both within and external to the service area. There is a need to exercise judgement in establishing information systems and in balancing resources to fulfil statutory requirements as well as meeting local needs. Decisions and judgement are also required in the choice of appropriate methodologies and systems for monitoring, evaluation and performance management.

The postholder needs to provide specialist advice, support and decision making relating to Children and Family Services related performance, research and consultation tasks and also to work with other managers within the team and with other colleagues within the Council that provide prioritisation and direction for their specialist area (e.g. Adult Social Care).

Person Specification	
Qualifications	Essential/ Desirable
Degree or equivalent in a relevant discipline: Business Management/Information Management/Social Science/Public Policy/Health Management/Research	E
2 years + experience in information/ performance management in a social care organisation	E
Training in quantitative and qualitative data analysis	D
Postgraduate qualification involving quantitative + qualitative information management.	D
Experience	
Strong IT skills: experience of using spreadsheets, databases and other specialist software packages for the purposes of data analysis	E
Experience of analysing data using Microsoft Excel and/or other reporting tools	E
Experience of creating databases in Microsoft Excel or other software	D
Experience of developing and implementing service policy and strategy	D
Experience of undertaking monitoring and evaluation projects. A good knowledge of the range of monitoring and evaluation methodologies	E
Knowledge and understanding	
To have a good understanding of information databases and the role of IT in performance management. To have the confidence to liaise with technical staff	E
An understanding of the work of children's social care and/or adult social care	D
Knowledge of the requirements for submitting social care statutory returns to central government	D
Knowledge of inspection frameworks requirements	D
Skills and abilities	
Strong organisational and project management skills. The ability to manage a diverse and highly complex area of work - maintaining a high standard of accuracy and meeting deadlines	E
The ability to digest and analyse large amounts of both statistical and written information quickly and accurately – extracting key elements and identifying patterns and trends	E
The ability to manage and motivate a team of information staff	E
To have strong verbal and written communication skills and the confidence to liaise with staff at all levels and across a range of disciplines	E
The ability to simplify and present information in different ways for a range of different audiences. This includes both statistical information and the findings of evaluation	E
Work-related personal qualities	
The ability and willingness to work at more than one level i.e. on both highly detailed tasks requiring strong attention to detail and the development of strategy/policy	E
Able to work flexibly to meet the needs of the service and the team	E
Tenacity. The determination to implement change and to progress an agenda managing resistance from other staff	D
The ability to work independently and proactively in progressing key areas of work	D
The creativity and judgement to design evaluations that are 'fit for purpose' - both in terms of scale and methodology	D

Other work-related requirements	
The ability to work in a constantly changing environment	D
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	E
Enhanced DBS check with relevant barred list/s	No
Is this post politically restricted?	No