

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources

Job Ref Number: 04381

Service Area: Business Intelligence

Grade: G9

Job Title: Performance and Intelligence Officer

PURPOSE OF JOB:

Contribute to the delivery of outcomes for the Adult Care commissioning strategies, consistent with the strategic commissioning approach across the council.

Lead as appropriate, with:

- The implementation of new commissioned services and any redesign of existing services, with a focus on producing effective and robust performance frameworks for monitoring activity and outcomes.
- Embedding a performance culture within the department and the wider health and social care community, by providing good quality and timely information.
- Providing statistical support, advice and guidance to facilitate sound business decisions.
- Developing and maintaining strong, positive working relationships across service areas, with providers and partners, regulatory bodies and other local authorities.
- The provision of Adult Care statutory returns to the Department of Health and social care, and other national and regional returns to the relevant governing body and ensuring systems and processes are compliant with statutory requirements.

TEAM STRUCTURE:



MAIN DUTIES:

1.	<ul style="list-style-type: none"> • Providing day to day leadership as appropriate to deliver the agreed priorities within commissioning strategies, working collaboratively with the service, providers and partners. • Provide expert advice and guidance as appropriate for own area of expertise. • Deliver a personal portfolio of projects and/or specific work within the team plan. • Coach/mentor teams/colleagues as appropriate to embed new ways of thinking and working, in particular with respect to performance management, data integrity, and data presentation methods. • Ensure effective performance frameworks are in place to manage service delivery/contracts, and which are reviewed routinely. • Monitor service delivery against expected outcomes and proactively manage performance, agreeing SMART targets and benchmarking as appropriate. • Demonstration of the Council's Core Abilities (at the relevant level): <ul style="list-style-type: none"> - Personal Leadership. - Being Future Focused. - Political and Commercial Astuteness. - Supporting a High Performing and Flexible Workforce. - Drive for Results.
2.	Building and maintaining strong, positive working relationships within Adult Care, the Council, NHS providers, service users and carers, and other stakeholders, partners and providers as appropriate.
3.	Work with partners to ensure a robust approach to analysis and forecasting of population needs and balancing service delivery in terms of volume, cost and funding.
4.	Lead the implementation and delivery of the Performance and Analysis Team plan, leading on projects and allocating resources as appropriate.

5.	To produce timely and accurate reports to a variety of audiences including committee, senior managers and providers with recommendations for service improvement as appropriate.
6.	To prepare guidance to assist in the interpretation of information to a variety of audiences.
7.	To make presentations, lead on seminars and provide training to the directorate providers and strategic partners and County Councillors in relation to understanding continuous improvement and performance data.
8.	Look to continuously improve services in area of responsibility, managing within allocated budgets and, identifying where possible, additional value for money savings.
9.	Act as a role model to others helping them to manage uncertainty and to respond positively, flexibly and creatively to changing expectations.
10.	Ensure Council resources are optimised and utilised effectively and efficiently.
11.	Contribute to the development of individuals across the Council coaching, mentoring and motivating staff where appropriate to achieve excellence.
12.	As an employee, create a positive image of the County Council.

13.	Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers.
14.	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
15.	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self -service to achieve maximum cost effectiveness.

PERSON SPECIFICATION:

Requirements	Where identified*	Essential	Desirable
Educated to degree level or equivalent substantial practical experience in an analytical or performance management role, including the management of staff.	A	x	
An advanced knowledge and level of skills in the core Microsoft Windows applications, client management systems or databases and practical experience of writing and presenting reports using	A	x	

industry standard business intelligence tools.			
Knowledge and experience of outcomebased performance management and service delivery.	A / I		x
Knowledge and understanding of the commissioning cycle. Good working knowledge of social care business processes and procedures.	A / I		X
An excellent track record of managing projects, including allocating resources and staff, planning, working to deadlines, reporting and quality assurance.	A / I	X	
Confident interrogating and summarising large and complex datasets, using descriptive statistics, identifying highlights and trends, and understanding the limitations of data.	A / I	A	
Ability to research and make use of published national and local datasets from a range of sources to complement and extend existing knowledge, and comfortable interpreting statutory guidance.	A / I	X	
Excellent interpersonal skills, communicating effectively both orally and in writing to a range of audiences.	I/P	X	
Sound knowledge, understanding and application of the Data Protection Act, GDPR and the Freedom of Information Act.	I		X

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviors and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.