

Performance & Contact Centre Analyst Grade 9

About the Service

Staffordshire Families Integrated Front Door is the first point of contact for professionals and members of the public seeking advice, guidance or raising concerns about children and families.

The service brings together partners to provide a timely, coordinated and proportionate response to safeguarding contacts and contacts that do not clearly meet a statutory threshold. The aim is to make sure children and families receive the right response, at the right level, at the right time.

The service works within a multi-agency environment and uses information, professional judgement and partnership working to understand demand, identify risk and promote consistent decision-making across the Front Door system.

About the Role

The Performance & Contact Centre Analyst will coordinate, analyse and present performance information for Staffordshire Families Integrated Front Door, the Emergency Duty Service and the contact centre function.

The role will maintain local reporting arrangements, use data from systems such as Netcall and Power BI, and provide clear insight to inform operational management, quality assurance, service planning and improvement activity.

The post holder will manage call handling performance within the contact centre function, supervise Children's Information and Advice Workers and work closely with the Quality Assurance Lead, service managers, partner agencies and wider Intelligence, Performance and Analysis colleagues.

The role will help the service understand demand, waiting times, workforce activity, trends, patterns and emerging risks, enabling managers and partners to make evidence-informed decisions that improve outcomes for children and families.

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Reporting Relationships

Responsible to: Quality Assurance Lead

Responsible for: Children's Information and Advice Workers

Key Accountabilities:

1. Analyse performance data across Staffordshire Families Integrated Front Door, the Emergency Duty Service and the contact centre function to provide clear insight that informs operational management, service planning and improvement activity.
2. Maintain local performance reporting arrangements for the contact centre function to provide accurate information on call demand, waiting times, call handling activity and service performance.
3. Use Netcall, Power BI and relevant reporting tools to develop, maintain and present performance information that enables managers to understand demand, capacity, trends and service activity.
4. Monitor call handling performance and service delivery within the contact centre function to promote timely, consistent and customer-focused responses.
5. Manage Children's Information and Advice Workers to promote consistent working practices, effective performance and decision making and continuity of service delivery.
6. Validate, interpret and present data from multiple sources to provide accurate performance narratives, management information and analytical summaries for a varied audience.
7. Identify patterns, trends, emerging risks and areas for improvement to inform quality assurance activity, thematic reviews and service development across the Front Door system.
8. Take lead responsibility for the development and delivery of specific projects within Children's Services, aligned to the Directorate's and Council's strategic priorities

9. Work with the Quality Assurance Lead to align performance insight with audit findings, learning activity and improvement plans.
10. Prepare reports, briefings and dashboards for operational managers, senior leaders and relevant partnership forums to inform decision-making and service oversight.
11. Maintain data quality, information governance and data protection standards to make sure sensitive information is recorded, analysed and shared appropriately.
12. Develop and sustain effective working relationships with internal teams, partner agencies and Intelligence, Performance and Analysis colleagues to promote shared understanding of performance and quality assurance, demand and risk.
13. Review local reporting processes and recommend improvements to increase the accuracy, accessibility and usefulness of performance information.
14. Contribute to inspection, assurance and improvement activity by preparing evidence, tracking actions and presenting performance information in a clear and accessible format.
15. Promote ethical and responsible use of data to ensure information is used proportionately and with appropriate regard to children, families and service users.

Person Specification

Qualifications/Professional membership

- Qualification at Level 5 in a numerate, analytical or relevant discipline, or equivalent experience commensurate with the accountabilities of the role.
- Evidence of training or applied experience in data analysis, research methods, performance reporting or information management.

Knowledge and Experience

- Demonstrable experience of analysing and interpreting performance information from a range of data sources.
- Experience of managing, supervising or providing professional oversight to staff undertaking quality assurance or analytical work.
- Evidence of continuing professional development in data analytics, performance management or quality assurance.
- Experience of producing dashboards, performance reports, analytical summaries and inspection-ready performance narratives.
- Effective understanding of Children's Social Care systems, frameworks, processes, pathways, legislation, performance indicators, policy and external regulatory requirements.
- Experience of using analysis, quality assurance and service intelligence to support service improvement, continuous learning and effective service design.
- Experience of senior-level partnership working and building effective relationships across services, organisations and agencies.
- Advanced analytical skills, including data analysis and manipulation using tools such as Excel, SQL, Power BI or equivalent.
- Experience of data modelling, data linkage and maintaining complex datasets across multiple systems or agencies.
- Experience of managing sensitive and confidential information, including understanding of data governance, information-sharing and data protection requirements within safeguarding services.

Skills

- Effective verbal, written and digital communication skills, including the ability to explain complex information clearly to different audiences.
- Ability to analyse complex information, identify patterns and present evidence-based conclusions.
- Ability to organise and prioritise workload to meet competing deadlines in a busy operational environment.
- Ability to maintain accurate records, reports and dashboards with attention to detail.
- Ability to use professional ethical judgement when handling sensitive, confidential or safeguarding-related information.
- Ability to work collaboratively across teams and organisations to build shared understanding of performance, demand and risk.
- Ability to supervise staff, monitor performance and promote consistent working practices.
- Commitment to equality, inclusion and customer-focused service delivery.
- Demonstrates professional curiosity, reflective practice and a clear focus on improving outcomes for children.

This post is designated as a casual car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.