Staffordshire County Council

Performance and Information Manager

Grade 11

About Children and Families Directorate

The Children and Families directorate aims to create an inclusive environment where families are supported to stay together safely and live well in their communities, building on their strengths and achieving their outcomes, supported by secure relationships and long-term belonging. This is based upon safety as a whole system, shared across our services and partners. These are delivered through our 4 core principles:

- Families first – network and community always
- Right help, right time – proportionate, timely and co-produced with children and families.
- Whole-system responsibility for supporting children and families to be happy, healthy and safe.
- Permanence as belonging from day one.

Our strategic ambition for children and young people in Staffordshire: ***Happy, Healthy, Safe, Belonging and Achieving.***

About the Service

The Performance and Systems Team is a multi-disciplinary performance analytics and systems team, responsible for transforming raw data recorded in digital systems into meaningful insights that help Children & Families directorate and Partnership Boards understand how well we are performing and where improvements are needed.

The service is accountable for completing statutory returns, developing an intelligence led system to inform evidence-based decision making, service redesign and performance management reporting to achieve better outcomes for children and families.

This service ensures data is organised, consistent, and accessible to authorised users. The service collects and tracks key performance indicators (KPIs), metrics, and outcomes relevant to the organisation. The service enables Leaders, Managers and practitioners to understand their performance and where they need to improve outcomes and productivity.

The service produces regular and ad - hoc performance reports, dashboards, and visualisations and translates complex

data into clear insights for senior leaders, managers, teams, and partners.

The service provides analysis to help answer strategic questions, forecast trends, and assess the impact of interventions, using statistical techniques tools and benchmarking data sources.

The service also develops, maintains, or supports digital platforms, databases, and information systems used by the organisation and help to integrate multiple data sources into unified systems.

The service also provides performance intelligence for inspections, audits and improvement programmes.

About the Role

The performance and information manager will take a lead role in the delivery of performance and intelligence activity across the Children & Families Directorate and within the context of partnership working. The role will ensure that high-quality data and insightful analysis drive decision-making, improving outcomes for children and families in line with our corporate and directorate objectives and statutory duties.

The Performance and Information Manager will ensure that data and analysis are accurate, accessible and aligned with organisational and multi-agency reporting requirements, working directly with senior leaders and partners to interpret performance trends and identify areas for improvement and development.

They will take a lead role in understanding the landscape in digital developments relating to performance analysis and be responsible for developing and embedding innovative technical solutions that support a strong performance culture across the organisation.

This role will manage and develop a team of performance analysts, ensuring that it operates efficiently, delivering high-quality intelligence that drives improved outcomes for children and ensuring evidence-based conversations support the delivery of corporate and directorate objectives.

Reporting Relationships

Responsible to: Service Manager Performance, Information & Systems

Responsible for: Performance & Information Officer(s), Performance & Information Assistant (s)

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Key Accountabilities:

1. Manage and develop the Performance and Information team, setting priorities and ensuring the efficient delivery of high-quality performance intelligence that supports corporate and directorate objectives.

2. Lead the development and automation of performance reports and dashboards delivered by the Performance and Information team, supporting a consistent and timely approach across Children and Families.

3. Lead the preparation and delivery of accurate and timely national statistical statutory returns, including the interpretation and communication of technical documentation with services and ICT teams where changes need to be made to processes or systems to support statutory reporting.

4. Lead on the provision of data for inspection, providing intelligence, evidence and assurance that fulfils inspection requirements in relation to data and information and informs self-evaluation and continuous improvement, highlighting risks and issues where appropriate.

5. Deliver complex data analysis on priority areas, ensuring high-quality analysis that considers a wide variety of information and supports intelligence-led management decision-making and continuous improvement.

6. Develop predictive analysis and impact assessments that use data and intelligence to inform Children and Families system design and outcomes.

7. Lead and co-ordinate the Performance and Information team's input into the development of IT systems and processes across Children and Families, translating service requirements into data and technical specifications and ensuring performance requirements are reflected in solutions

8. Provide assurance and challenge at a senior level, working closely with strategic leaders to deliver

meaningful intelligence, interpret performance trends and identify areas for improvement and development.

9. Provide specialist advice and constructive challenge to stakeholders on the development and implementation of effective performance and intelligence mechanisms. Work collaboratively with services to embed intelligence-led decision-making and outcome-based performance within the Performance and Quality Assurance Framework.

10. Contribute to national, regional and corporate networks, identifying, implementing and sharing best practice and contributing performance and intelligence expertise to the delivery of major organisational transformation programmes.

11. Act as a key interface between operational services, digital, ICT and performance to define data specifications, shape technical solutions and ensure intelligence products are underpinned by robust and consistent data architecture.

12. Ensure all data analysis and reporting processes are properly documented, embedded, and regularly revised.

13. Provide insight on any data-quality issues that may impact performance and, where appropriate, lead the development of self-service automated tools to empower the service to monitor consistently.

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Person Specification

Qualifications/Professional membership

Educated to degree/HND standard, or possessing an equivalent professional qualification or equivalent by experience.
Qualification or equivalent experience in statistical analysis.

- Demonstrate commitment to continuing professional development

Knowledge and Experience

- Experience of leading and managing a team of analytical professionals.
- In-depth understanding of statutory frameworks, national agendas and best practice in Children's Services, with experience of interpreting technical or statutory guidance and leading or assuring national statistical returns.
- Experience of providing performance intelligence, evidence and assurance to support inspection readiness, audit, regulatory activity and organisational self-evaluation.
- Significant technical experience in Business Intelligence and analysis, with advanced experience in utilising products such as PowerBI, Power Query and DAX.
- Experience of developing accurate, accessible and GDPR-compliant intelligence products, and of implementing or assuring data-quality mechanisms and recording standards.
- Experience of leading the development of business intelligence, reporting, including translating business requirements into technical specifications and sustainable reporting solutions.
- Significant experience of performance management within Children's Services, including the development, interpretation and use of outcome-based performance information to support decision-making and service improvement.
- Extensive knowledge of a range of (outcome-based) performance management assurance and reporting tools and techniques.
- Applied knowledge of predictive analysis, demand and capacity management, and statistical techniques that can be utilised and presented in a public sector environment.
- Experience of working with a wide range of stakeholders to manage performance related projects to support decision-making, including unique complex scenario analyses and production of recommendations.

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Skills

- Ability to lead, motivate and develop analytical professionals, setting clear priorities and maintaining delivery across competing statutory and organisational requirements.
- Ability to interpret complex organisational requirements and translate them into strategic intelligence, reporting and data architecture solutions that support long-term service transformation, statutory compliance and organisational improvement.
- Demonstrates effective written, verbal and presentation skills, with the ability to communicate complex, technical and sensitive intelligence to diverse audiences, ensuring information is understood, appropriately challenged and used to inform strategic decision-making.
- Demonstrates the ability to influence, negotiate and provide constructive challenge to senior leaders, managers and partners in a complex partnership environment.
- Ability to coordinate and negotiate resources across multiple teams and partners to achieve actions.
- Ability to build credibility and effective relationships with senior leaders, partners and technical specialists, providing strategic advice and ensuring intelligence and performance considerations are embedded within organisational decision-making and transformation activity.
- Ability to lead, quality assure and direct complex analytical activity, ensuring appropriate methodologies are applied to generate robust evidence, insight and recommendations that inform strategic decision-making.
- Ability to manage competing priorities, complex programmes of work and interdependencies across multiple stakeholders, systems and reporting requirements.

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.