

## Performance Officer Grade 9

### **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- **Ambitious** – We are ambitious for our communities and the people of Staffordshire
- **Courageous** – We recognise our challenges and are prepared to make courageous decisions
- **Empowering** – We empower and support our people by giving them the opportunity to do their jobs well.

### **About the Service**

FINAL 09.01.2025  
70000832/G09/CAS

The structure for Health and Care provides a clear focus on 3 defined areas:

1. Public Health and Prevention
2. Adult Social Work and Safeguarding
3. Care Commissioning

The Performance Officer role is situated within the Adult Social Care and Safeguarding service, which delivers operational assessment and case management arrangements in respect of adult social care and safeguarding across Staffordshire delivered by both Staffordshire County Council and Midlands Partnership Foundation Trust. The service ensures that adult social care statutory requirements are met; services are person centred and outcome focused to meet eligible care needs in the most cost-effective means.

The role will also work closely with Care Commissioning and Public Health and Prevention colleagues.

### **About the Role**

The Performance Officer plays a crucial role in supporting service managers by effectively utilizing data and information to continuously improve services. Additionally, they act as a critical friend. The role collaborates closely with the Quality & Performance team to transform both quantitative and qualitative information into actionable intelligence. Responsibilities include data extraction, transformation, and analysis using various tools and techniques, as well as supporting the development of accurate recording and self-service dashboards.

This post is designated as a *Casual* car user

### **Reporting Relationships**

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**Responsible to:** Quality & Performance Manager

**Responsible for:** n/a

**Key Accountabilities:**

1. Responsible for the development of performance reports and dashboards across Health and Care that are accurate, consistent, and delivered to agreed timescales that support managers to continuously improve and deliver better outcomes for people.
2. To deliver monthly Quality and Performance clinics with senior leads from Health and Care. Making reports available before each clinic, to offer advice, guidance and appropriate challenge on their interpretation and to develop robust recommendations that support managers to make evidence-based decisions.
3. Supporting managers at all levels with the implementation of data quality mechanisms and recording standards across Health and Care (including wider partnerships) to improve outcomes that support good quality decision making.
4. To prepare and deliver accurate national statistical/ statutory returns and surveys to deadlines, and to prepare data and analysis for CQC inspection regime, determining Staffordshire's interpretation of statutory guidance and highlighting risks and possible solutions to senior management and partners.
5. To prepare data analysis on identified priority areas; producing ad hoc analytical and evidence-based performance reports that help intelligence led management decision-making.
6. To work collaboratively across the quality and performance team, to triangulate intelligence from data, benchmarking, quality of practice, customer feedback and other sources, such as published research.
7. To develop predictive analysis and impact assessments for the wider Health and Care system to improve outcomes.

8. To provide advice, guidance to service leads and managers on the use of data and intelligence that leads to improved outcomes for people, and to identify, investigate and find solutions to data recording and reporting issues.
9. To respond to adhoc requests and Freedom of Information requests within agreed or statutory deadlines.
10. To develop solutions which will improve reporting from data systems by working with other teams, such as ICT and application support to: change systems to capture new or revised data and to ensure accurate data is made available for reporting through the data warehouse.

### **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

#### **Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

#### **People Management**

Engaging with People Management policies and processes

#### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

#### **Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

#### **Health and Safety**

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Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

### **Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

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



	<ul style="list-style-type: none"> <li>Knowledge of demand and capacity management and how that applies to Health and Care</li> </ul>	A/I
  	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Knowledge and skills of Performance Management tools (e.g. Power Bi, GIS); and advanced ICT skills, including the use of databases.</li> <li>Possess advanced analytical skills</li> <li>Ability to analyse complex issues and research, utilising appropriate methodologies to collate, analyse and evaluate data and information to form recommendations, analytical reports and identify innovative solutions</li> <li>Presentation and communication skills to share and communicate complex data, issues and performance information</li> <li>Effective planning and project management skills.</li> <li>Influencing skills in a partnership environment with the ability to use resources flexibly and creatively within partnership working.</li> <li>Competence in the production of accurate and user-friendly reports</li> <li>Commitment to partnership working</li> <li>Vision to think strategically &amp; see the large picture while giving appropriate attention to detail</li> <li>Ability to deal with a range of issues and conflicting demands to achieve targets and demanding deadlines</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

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Talent & Resourcing Team 01785 278300