



# South Tyneside Council

## BUSINESS AND RESOURCES

### JOB DESCRIPTION

**POST TITLE:** Performance and Information Support Officer

**GRADE:** Band 6

**RESPONSIBLE TO:** Performance and Information Co-ordinator

#### Overall Objectives of the Post:

You will support the Performance, Systems and Information Manager and Performance and Information Co-ordinators to ensure that performance and information systems and processes are in place across South Tyneside Council.

This includes directly influencing the continuous improvement of outcomes for the people of South Tyneside through the production and effective use of accurate, valid, reliable, timely, relevant and complete information which:

- provides citizens with the good quality, comparable information they require to judge how well their Council is performing;
- supports effective decision making; and
- ensures that the Council complies with statutory responsibilities regarding data returns and regulations.

#### Key Tasks of the Post:

**1. You will be responsible for assisting the Performance, Systems and Information Manager and the Performance and Information Co-ordinators to provide a first class support service for a range of Council services. You will:**

- Promote and maintain the highest information standards, ensuring that excellent information is produced that is up to date, accurate, accessible and understandable.
- Support the Council's performance management framework through the production of timely, robust performance information.
- Support the delivery of specific systems, data and information related projects.
- Provide excellent professional support that is highly valued by our internal customers and all other stakeholders.

**2. Key responsibilities of the post:**

- Provide management information from a range of systems to support front line practitioners, including Liquid Logic, EHM, tribal, RM Schools systems.
- Provide day to day support and professional advice on data collection and performance data for a range of Council services.
- Develop data reports to support complex analysis that contributes to the Council's strategic planning framework.

**3. You will be responsible for delivering your work programme. You will:**

- Effectively manage your workload, yourself and your personal development.
- Escalate issues to the Performance and Information Co-ordinator, when appropriate.
- Demonstrate total professionalism, propriety and value diversity.
- Make a positive contribution to team working and communicate effectively with the public, Councillors and colleagues.

**4. You will be responsible for making a corporate contribution. You will:**

- Understand the Council's priorities and how your role contributes to them.
- Relate your work to Councillors and the people of the Borough in a way that makes sense.
- Contribute to corporate teams tackling cross-cutting issues.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: RD/KDS

Date: 09/04/2019