**JOB DESCRIPTION**

ADULT & COMMUNITY BASED SERVICES DEPARTMENT

**JOB TITLE:** INFORMATION OFFICER (MANAGEMENT INFORMATION)

**DIVISION:** MANAGEMENT INFORMATION TEAMS

**GRADE:** BAND 9

**RESPONSIBLE TO:** PERFORMANCE & INFORMATION MANAGER (ADULTS)

**POST REFERENCE:**  107299

**Purpose of Post**

To assist in effective Business Intelligence for the Department, and contribute to performance monitoring and service review.

All staff will be expected to interpret their role in the context of the vision, values, strategies, objectives and aims of the Child & Adult Services Department, and in the broader context of the Council and its partners. In carrying out their role they will be contributing to the development and implementation of national and local policy.

Staff will also be expected to contribute constructively to continuous improvement in terms of performance, outcomes and quality. They will promote positive team working with colleagues across the Council, and work in partnership with staff from other agencies and representatives of users and carers as required.

**Key Relationships**

* Independent and voluntary sector IT system suppliers.
* Senior Managers and staff within the Department
* Staff from other Departments, especially CICT, IT Providers
* Central government in relation to national data collections
* Managers and staff from other authorities, NHS and other partners.

**Main Duties and Responsibilities**

* To assist with the Business Intelligence related activity of the Department.
* To assist with the development of recording and reporting across IT systems.
* To assist in the implementation of performance monitoring.

**Duties and Responsibilities Specific to the Post**

* Assist in the development and implementation of Business Intelligence and service review
* Be an effective representative of the Management Information Team within the 'Performance Management and IT systems' process'.
* Assist in the development of information systems and reporting for outcome focused service specifications, contract documentation and service agreements for the provision of services to vulnerable people
* In conjunction and with support from a 'Performance & Information Manager (Adults) support the Performance and review process as required by the Team Manager
* In conjunction and with support from the 'Performance & Information Manager (Adults)', project manage specific programmes of activity within the IT and Performance arena
* Develop and maintain a detailed knowledge of pertinent legislation, national standards, concepts and principles within the service area, including Performance and Information Governance.
* Under the supervision and guidance of a 'Performance & Information Manager (Adults)' work with IT providers, CICT and other agencies to engender improvements in service in line with national and local objectives
* Provide support to organisations in relation to performance monitoring and contract compliance
* Work alongside organisations to ensure collation and timely receipt of performance indicators and manage the accuracy of information submitted
* Work with colleagues to collect and analyse social care performance data and outcomes of service provision
* Maintain social care related information in relevant systems
* Produce reports and information in a range of formats
* Provide advice, support, guidance and training to colleagues within the department in relation to Performance & IT systems, processes and procedures, concepts and principles
* Contribute to complaints and safeguarding investigations where linked to / Performance systems if required.
* Any other duties of a related nature that might be reasonably allocated or required by the Performance & Information Manager (Adults).

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 04/07/19

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**