

**Job Description**

**Job Title:** PrincipalPerformance and Intelligence Officer

**Salary Grade:** Grade 8

**SCP:** 31 - 35

**Job Family:** Organisational Support

**Job Profile:** OS4

**Directorate:** Commercial & Corporate Services

**Job Ref No:** N/A

**Work Environment:** Office/Agile

**Reports to:** Performance Manager

**Number of Reports:** None

Your normal place of work will be at the Stanfield Centre, but you may be required to work at any Company-recognised workplace.

**Purpose:**

Responsible for the supporting and influencing the planning, developing, improving and implementation of the performance and intelligence functions including: data collection, data analysis, performance monitoring and reporting, benchmarking, inspection, organisational strategy, business planning, consultation, research and needs analysis.

**Key Responsibilities:**

1. Develop and maintain effective and productive working relationships with colleagues, stakeholders, external agencies and partners, anticipating and responding to their needs.
2. Work with services to ensure that all statutory and non-statutory data requirements are understood, and key datasets, dashboards and reporting are built.
3. Develop innovative KPIs/metrics to support the TfC strategy and vision.
4. Utilise a range of reporting tools to produce datasets and analyses for audiences at all levels within TfC and partners.
5. Work with operational and strategic managers to understand, assess and evaluate performance, intelligence and operational information.

1. Interpret and critically evaluate data to update on performance improvement and intelligence issues, in relation to local and national agendas focusing on emerging trends.
2. Collate and produce statutory and regulatory returns to government and associated agencies highlighting risks and possible solutions.
3. Represent TfC in local, regional and national activities, events and attend complimentary training as required.
4. Participate in internal and partner working groups to analyse performance information and to influence decision making and identify any areas for improvement.
5. Provide specialist advice, guidance and support to colleagues in TfC regarding performance requirements and information in line with statutory guidance and business needs.
6. Work in partnership to Identify and propose service and system developments and improvements, for the mutual benefit of the team and Together for Children.
7. Plan and organise own work, work of others and project work to fulfil team and organisational priorities.
8. Interpret and manage data required for freedom of information requests.
9. Other duties and responsibilities allocated which are appropriate to the grade of this post.
10. The post holder will be required on occasion to travel within the City as required to undertake the role.

**Statutory requirements:**

In line with the Council’s Statutory Requirements, all employees of the Council should:

Comply with the principles and requirements of the Data Protection Act 1998 in relation to the management of Council records and information, and respect the privacy of personal information held by the Council; Comply with the principles and requirements of the Freedom in Information Act 2000; Comply with the Council's information security standards, and requirements for the management and handling of information; Use Council information only for authorised purposes.

Undertaking the duties of the post in accordance with the Company’s Equal Opportunities Policy, Health and Safety Policy and legislative requirements and all other Company policies.

To undertake the specific management duties as set out in the Together for Children’s General Statement of Health and Safety Policy and to ensure that all employees have the Policy communicated to them and to ensure that all employees comply with Health and Safety requirements.

The post holder must promote and safeguard the welfare of the children and young people that they are responsible for or come into contact with.

In addition this post operates within the context and requirements of the Children Act 1989 and the Children and Young Person’s Act 2008

**Author**: Richard Burns

**Date**: January 2020



**Person Specification**

**Job Title: Principal Performance and Intelligence Officer**

**Role Profile Reference:**

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| **Essential Requirements**  |
| **Qualifications:*** Degree or equivalent qualification
 | Application Form Interview |
| **Experience:*** Significant Experience of providing timely and comprehensive performance information to services
* Development of innovative KPIs/metrics
* Experience of analysing and interpreting data to inform decision making.
* Provide advice to senior managers on complex proposals or concepts
* Production of informative and actionable reporting that highlights business trends and opportunities for improvement
* Experience of operating a relationship management style
* Use of benchmarking data to drive service improvement
 | Application Form Interview |
| **Knowledge:*** Advanced Excel knowledge and experience for providing performance information/reporting.
* Experience of using products such as: SSRS, SAP Business Objects Web Intelligence, Crystal Reports, PowerBI and SQL reporting language
* Comprehensive knowledge of Together for Children’s purpose and business strategy
* Good awareness of inspection framework for children’s services
 | Application Form Interview/Test |
| **Skills:*** Be diplomatic and assertive with working in collaboration with internal and external customers
* Interpret and evaluate data to develop business analyses and projections
* Ability to identify and predict trends and behaviours from a range of datasets
* Ability to answer, pre-empt, and pose key business performance questions and problems
* Developed written report writing skills, to communicate clearly and concisely with senior managers
* Demonstrates attention to detail in all aspects of work
* Systemic and well organised approach to managing priorities and work demands
 | Application form Interview/Test |

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**Date:** October 2019