

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Performance Officer
Grade	PS9	Reports to (role title)	Head of Performance Family Safeguarding and Corporate
		Directorate	Children, Families, Learning and Communities (CFLC)
JE Band	314-370	Service	Quality & Performance
		Team	Performance Intelligence and Management Information Systems
		Date Role Profile was created	Feb-19

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Provide an efficient and responsive children's service performance information and intelligence service to meet statutory and organisational reporting requirements.</p> <p>Provide regular performance reports extracted from key client information systems for a wide range of audiences, complying with a routine reporting schedule, to support the efficient management of services and understanding of performance.</p> <p>Provide day to day support and professional advice on performance data, data entry issues and relevant client information systems as the designated link to a Quadrant based operational service, supporting good practice in the use of client information systems including data entry and use of 'self-serve' reporting tools.</p> <p>Deliver designated statutory returns and collections to ensure that the council complies with statutory responsibilities regarding data returns and regulations.</p> <p>Develop data reports to support complex analysis that contributes to children's service's strategic planning framework.</p> <p>Analyse, recommend and implement improvements to processes and systems to deliver continuous improvement in the provision of high quality timely performance information.</p> <p>Proactively promote the work of the team across services to advise where use of information systems could enhance front-line service delivery and maintaining effective and proactive working relationships with all key stakeholders and partners – including external partners e.g. NHS organisations.</p>
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Work Context	<p>The Quality and Performance Division comprises an integrated set of strategic services which support and inform operational services in the department, better engage with our partners and service users and which contribute significantly to our continuous improvement ambitions.</p> <p>Performance Officers work in one of the directorate's divisions supporting the Head of Performance Family Safeguarding and Corporate Parenting to ensure timely performance reports are provided to a variety of audiences and that statutory returns and collections are completed successfully. They work with IT systems staff and operational staff and managers to ensure electronic systems are fit for purpose and exploited to their maximum. They develop and maintain effective working relationships with operational managers and practitioners to understand their requirements and provide information that is up to date, accurate, accessible and understandable.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.</li> <li>Analyse and make recommendations for improvement or development of existing systems, processes or policy.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance.</li> <li>Provide specialist/professional advice and recommendations within specific parameters to support informed decision making.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> <li>Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>May assist with budget/resource management in accordance with the organisation's policies and procedures.</li> <li>May have delegated responsibility for a budget(s).</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> </ul>

	<p>People Management</p> <ul style="list-style-type: none"><li>• May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function.</li><li>• Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li></ul> <p>And/Or</p> <ul style="list-style-type: none"><li>• Operate as an individual responsible for the delivery of a high level/complex service.</li></ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"><li>• Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles.</li><li>• Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines.</li><li>• Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles).</li><li>• Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management.</li><li>• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.</li><li>• Ability to understand, meet and exceed customer expectations.</li><li>• Ability to work on own initiative, with solution focused problem solving skills.</li><li>• Ability to manage a range of projects through to completion.</li><li>• Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.</li><li>• Previous management experience including staff supervision, development and organisational skills (where appropriate).</li></ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Authoritative understanding of performance information and intelligence and the reporting requirements in children's services.</p> <p>Ability to manipulate complex databases to produce high quality reports.</p> <p>High level of skill in the use of software applications that support performance information and intelligence reporting.</p> <p>Experience of working with a range of data at local and national levels and producing performance reports.</p>

Role Summary	<p>Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.</p>
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Reference Number	BM-2019-241
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