

## **Job description**

- Job title:** Data and Performance Manager
- Location:** Home based with frequent travel to Head Office and Family Action services
- Hours:** 30 hours (4 days) per week. The post-holder will be expected to work flexibly to meet the needs of Family Action
- Grade:** £38,928 – 42,716 pro rata per annum: Grade 4 Point 34-38. Plus home working allowance
- Reports to:** Deputy Director of Quality, Performance and Safeguarding

### **Principal Accountabilities:**

1. Apply a range of data analysis techniques to enable senior managers to have a detailed understanding of the effectiveness of services, potential risks and potential lines of enquiry that require further review or audit
2. Develop organisational performance indicators, scorecards and dashboards related to service quality and performance; and work with relevant cross-departmental colleagues to identify methods to collect and analyse such indicators
3. Develop and maintain a process for gathering, validating, and analysing performance information relating to corporate plans/strategies, key policies and standards, service effectiveness and service risk
4. Work with services and relevant colleagues to identify performance indicators that can be benchmarked against best practice
5. Lead on developing further a performance and quality driven culture across the organisation through effective leadership, clear illustration of evidence, producing high quality reports, chairing meetings and working closely with services
6. Improve understanding of performance management and data analysis across services and other departments; providing training, advice and support to departments and teams.
7. Develop a clear and achievable annual work plan that illustrates forthcoming priorities based on analysis of available data and intelligence.

8. Develop a clear understanding of scope and content of performance reports required by Trustees and the Executive Group. Establish a process for creating the reports within the relevant timescales
9. Identify performance monitoring gaps, clarify the implications of the gaps, and make recommendations as to how the gaps should be addressed.
10. To ensure you have an understanding of (appropriate to your role), and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults
11. To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community
12. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare
13. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required
14. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being people focused
  - b) Reflecting a 'can do' approach
  - c) Striving for excellence in everything we do
  - d) Having mutual respect for everyone we work with, work for and support through our services

### **Person Specification**

#### **Essential Criteria**

1. Substantial experience in the field of performance management, including complex data analysis within services for children and families
2. Producing a range of reports from case management systems for children and families
3. Good working knowledge of services for children and adults, relevant legislation, national policy and the work of regulators and inspectorates
4. Expertise and experience in defining data requirements and developing new business systems to meet those requirements

5. Substantial and demonstrable experience of working with and developing databases and spreadsheets, including applying advanced techniques within Microsoft Excel and other software
6. Experience and understanding of managing sensitive personal information and related legislation
7. Expertise and experience in leading and advising on organisational change programmes
8. Ability to work with service managers and operational colleagues in order to understand their data and performance management needs
9. Ability to work with operational colleagues to understand the needs of services users, including associated service risks related to the nature of the service and the cohort; and to establish mechanisms for monitoring such risk
10. Expertise and experience in the analysis and reporting of management information and performance indicators
11. Experience and understanding of the measurement of outcomes and producing datasets that enable interrogation of outcomes data in order to identify areas where service user outcomes may be less than optimal
12. Ability to operate and influence at senior management and board level
13. Highly numerate individual who is able to analyse and present complex data and produce high quality reports for a range of audiences
14. Highly organised and structured approach to work
15. Ability to problem solve and apply innovative solutions to overcome constraints
16. Ability to train and coach staff across the organisation
17. Knowledge and understanding of safeguarding issues and an understanding of the importance of working within policy and procedures
18. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being **people** focused
  - b) Reflecting a '**can do**' approach
  - c) Striving for **excellence** in everything we do
  - d) Having **mutual respect** for everyone we work with, work for and support through our services

**Desirable Criteria**

19. Graduate and/or equivalent professional qualification in a relevant discipline i.e. Economics, Business, Statistical Analysis.

20. A post graduate degree qualification in a relevant discipline e.g. MBA; or equivalent experience

21. Experience of using Salesforce, including producing a range of reports