

Role Profile

Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Performance Data Analyst
Grade	PS9	Reports to (role title)	Contract Monitoring and Performance Manager
		Directorate	Adult Social Care
JE Band	314-370	Service	Commissioning
		Team	Contract and Commissioning Support Service
		Date Role Profile was created	Feb-22

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>To support Commissioning Managers by managing performance and information systems, undertaking needs and management information analysis, developing performance monitoring and reporting systems and working on service development projects. Presenting complex data in an accessible way to a variety of stakeholders.</p> <p>The role holder will develop systems and analysis for specified Service areas to support the improvement of service quality and value for money and advises on the best analytical frameworks to be pursued as tools for delivering outcomes for service development projects.</p> <p>They will work collaboratively with the council's strategic partners to develop joint approaches to management information and act as lead officer for designated areas, contributing flexibly to the overall requirements of the Adult Social Care Directorate and the council.</p>
Work Context	<p>The Contract and Commissioning Support Service lies at the heart of the adult's social care directorate's strategic decision-making process. As part of the commissioning service the teams provides a dynamic, flexible and responsive service across the whole of the directorate.</p> <p>The role of Performance Data Analyst is to support Commissioning Managers and teams by managing specific data, management information and/or service development projects.</p> <p>The Performance Data Analyst will need to work collaboratively with team members, adult social care staff and internal stakeholders, as well as with partners locally and regionally. They will need a broad understanding of the national performance management framework and the Adult Social Care business and be able to demonstrate excellent communication and organisational skills, working on specified projects exercising discretion and with limited supervision.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance. Provide specialist/professional advice and recommendations within specific parameters to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> Plan workloads and secure resources to enable the team/s to achieve a quality service. Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> May assist with budget/resource management in accordance with the organisation's policies and procedures. May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.

	<p>People Management</p> <ul style="list-style-type: none"> • 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. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> • Operate as an individual responsible for the delivery of a high level/complex service. <p>Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & 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>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • 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. • Ability to understand, meet and exceed customer expectations. • Ability to work on own initiative, with solution focused problem solving skills. • Ability to manage a range of projects through to completion. • Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Demonstrable high level of organisational ability, including implementing and monitoring change initiatives and innovation to ensure service improvements are achieved. • Evidence of continuous training and personal development to ensure performance objectives are achieved in a way consistent with the Council's values. • Knowledge of some key issues facing local government and understanding of the statutory local authority. • Up to date broad knowledge of at least one service, profession or functional area relevant to the work of the county council. • Understanding of and commitment to equal opportunities and diversity in service delivery and employment. • Ability to allocate work, performance manage staff and provide development opportunities in your area of responsibility to ensure delivery of effective services. • Ability to use analytical tools to understand complex issues. • Ability to work flexibly within and beyond designated service areas. • Networker with a track record of positive relationships with officers and other stakeholders, or equivalent. • Some experience of researching service development issues. • Experience of working in a complex political organisation.
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>

Reference Number	BM-2022-159
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