Job Description

Job Title: Performance & Intelligence Manager
POSCODE: New role
Grade: P4

Overall purpose of the job

Cambridgeshire County Council has an ambitious vision to deliver a Corporate programme of work that reflects its strategic ambitions across all services within the Council.

Reporting to the Head of Service for Policy, Performance and Intelligence the Performance and Intelligence Manager role acts as a key interface between the service and their allocated Directorate or focus area. They will play a lead role in embedding a collaborative, data driven culture across both the council and its key partnerships to ensure performance information, national and local benchmarking, management and financial data is used to drive insight-led decision making at the strategic and operational levels, delivering continuous service improvement.

The post holder will work as a proactive business partner with relevant Executive Directors, Service Directors and Senior Managers within the council to forward plan and deliver impactful analysis that meets their intelligence/insight needs and supports the councils wider data maturity journey. The Performance and Intelligence Manager will build effective customer-relationships with Directorates that encourage collaboration and data driven, evidence-led decision making.

The postholder will shape Directorates/Services reporting requirements, delivering robust datasets that comply with national statutory and inspection guidelines. They will proactively identify new lines of enquiry, present analysis and insights to senior managers and support the council's efforts to enhance its data sharing, intelligence and insight work with partner organisations where appropriate.

The Performance and Intelligence Manager will work independently to organise, plan and deliver work in conjunction with the Head of Service and Directorate Management Teams. Using a matrix management approach the postholder will ensure analytical skills and resource are deployed effectively to meet the critical needs of the service in pursuit of the wider objectives of the council.

There will be five portfolio areas of focus, covering performance and intelligence matters for the relevant business partner customer:

- Children's, Education and Families
- Adults, Health and Commissioning
- Place and Sustainability
- Corporate Insight
- Communities and Demography

In addition to these roles, there will also be a corporate Strategy & Policy Manager and Public Health Intelligence Manager.

	Main accountabilities
1.	**Operational Delivery** • Drive the use of research and insight-based evidence, forecasting and modelling and reporting to support the development and delivery of council/Directorate/partnership plans. • Develop and deploy robust processes that support the accurate and timely provision statutory and regulatory data, working with other council services to ensure systems collect data in accordance with reporting requirements (as relevant to work area) and that data products are accurate and fit for purpose. • Develop and deploy robust quality assurance processes of all data and analysis prior to publishing to ensure high quality and consistent delivery of information • Support the designated Directorate/area of focus to use a broad range of information and insight to develop evidenced based transformation, strategy and policy that challenges and inform the strategic direction of the council in support of the organisation's outcomes. • Identify project delivery issues and risks, and assist with mitigation strategies, and escalate where necessary. • Contribute to business case development to ensure insight obtained from council data is used to inform and influence the council's planning/delivery of change. • Ensure reporting on statutory and areas of improvement are delivered in a timely manner as well as ensuring the integrity of the data is maintained.
2.	**Strategic Delivery** • Liaise with the designated Directorate and partners to identify and plan the data, performance and insight support required to facilitate delivery of the council's strategic objectives. • Plan, deliver and monitor an annual programme of research and analysis to meet the designated Directorates/area of focus statutory responsibilities and to support the development of data led policy, transformation, business and service planning and the delivery of strategic objectives. • Collaborate with the designated Directorate and the Corporate Performance Advisor to create and maintain comprehensive and robust performance indicators (KPIs) that reflect the outcomes identified in their Directorate/Service plans in accordance with the Council's Strategic Framework • Facilitate the development of a performance culture by acting as a link between the designated Directorate and the Corporate Performance Advisor to ensure that key performance data is understood and appropriately acted upon to deliver high-quality services that benefit the lives of our residents • Develop and drive innovative and cost-effective solutions around the identification, production, utilisation and delivery of key datasets, including statutory return datasets to central government and those used to support inspections by working with other council services and partner agencies • Drive the use of research and insight-based evidence, forecasting and modelling, leading and working on projects that provide key business intelligence for the council and its partners. • Seek out innovations within insight and data analysis, horizon scanning to find developments that would improve service delivery. • Lead the introduction of new analytical software or approaches with the team as required • Support the development of systems of shared intelligence across the council and with partner agencies • Work as part of the service management team to develop and implement a cross council approach to the use of data ensuring it is open and accessible to non-data specialists. • Deputise for the Head of Service as required.

3.	**Service and People management**
	• Using a matrix management approach, work independently to organise and plan work in conjunction with the Head of Service and Directorates, ensuring analytical skills and resource are deployed effectively in pursuit of goals and objectives critical to the organisation
	• Line manage a team of analysts and support the development of resources ensuring skills and knowledge are aligned to the overarching team requirements.
	• Line manage the day-to-day tasks of analysts within the portfolio to produce high-quality, robust data analysis to inform performance reporting and insight.
	• Foster a culture of creativity and experimentation within the portfolio, encourage innovative practice and the sharing of sharing of ideas across the service, operating outside of traditional siloed boundaries to meet the needs of the wider organisation, relevant to overall service objectives
	• Act as Lead/Senior point of escalation within the portfolio.
	• Develop and maintain a robust training and development plan to ensure the team is highly skilled in the use of appropriate Council systems, analytical software tools (such as Power Bi) and techniques (such as forecasting).
	• Provide leadership within the designated portfolio to ensure that areas of personal responsibility and accountability are delivered.
	• Work as part of a team of Performance and Intelligence Managers to ensure that the accountabilities of the service are delivered.
	• Provide effective leadership through robust performance management, giving direction through communication of the team and organisation's vision, objectives and values.
	• Create an environment of innovation with appropriate constructive challenge empowering the team to make decisions whereby individuals can develop and achieve.
	• Be the lead expert for the designated Directorate in the development and application of data , performance and insight, and advising senior staff and Elected Members.
4.	**Stakeholder and Partnership Working**
	• Feed into the decision-making process undertaken by designated Directorates by ensuring data, performance and insight is presented in a way which is meaningful.
	• Develop and champion and performance and intelligence culture within the designated Directorate/area of focus, including the effective use of corporate management information tools and line-of-business systems, aligned to the council's data and digital strategies, the council's strategic and performance management frameworks and the council's ambitions.
	• Develop and maintain good working relations with all team members, council officers, elected members, strategic partners, consultants and external stakeholders.
	• Identify key stakeholders and develop good working relationships and work in partnership across the system.
	• The ability to make and maintain effective working relationships with key stakeholders and team members to deliver results.

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5.	**Risk Management**
	• Manage risk for the team in alignment with the Corporate Risk strategy.
	• Ensure that all data acquisition and sharing, processing, analysis and publication of results adhere to policies and procedures relating to data protection requirements, the common law duty of medical confidence (where applicable), the details within information sharing agreements, and ethical standards.
	• Ensure that everyone in the team is fully trained in data protection and Control of Patient Information process to mitigate against a risk of a breach.
	• Track progress and benefits of projects against work stream objectives and overall programme deliverables.
	• Lead, deliver and/or assist large and complex programmes, projects and system change / migrations where applicable.
	• Support the democratic process, providing advice to elected members on the appropriate response to local and regional matters as well as the internal business of the council.
6.	**Budget Management**
	• Contribute to development of balanced service budget.
	• Manage contracts and SLAs on behalf of the council, ensuring the correct resource and staffing is agreed to deliver service level agreements.
7.	Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
8.	Demonstrate awareness and understanding of equality, diversity and inclusion
9.	Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2023

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Key Skill 4: Bachelor's degree; HNC, HND NVQ Level 4 or equivalent, including professional qualification	A degree level qualification or equivalent ability as evidenced by experience of working at a high level of qualitative and quantitative analysis, e.g. Data management and analysis, Informatics or information science. Mathematics or statistics. Health or social sciences. Geography, or similar	**Essential**
Relevant professional qualification or membership	Any relevant qualification or membership.	**Desirable**
Management qualification	Relevant project and/or programme management skills or qualification e.g. Prince2	**Desirable**

Identify	Describe	Essential
Knowledge		
Analysis	Awareness of the National and Local Government agenda, including policy agenda, current issues and challenges. Detailed knowledge of a range of statistical and analytical techniques and their use in the public sector. Knowledge of data extraction, processing, modelling and presentation techniques. Experience of taking a systematic and coordinated multiagency approach to addressing identified need and gaps in delivery. Good knowledge of local authority datasets, collection and reporting processes. Ability to interpret and appraise published research and evidence to develop solutions for services. Expert in use of Microsoft applications and / or other data analytical tools such as Power BI.	Essential

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	Awareness of modelling and forecasting tools and techniques.	Desirable
	Awareness of survey research methods, of qualitative and quantitative research and consultation techniques.	
Data Management	Good understanding of data management techniques including public sector information security and classification levels. Good knowledge of local authority datasets, collection and reporting processes. Good understanding of Microsoft applications and / or other data analytical tools such as Power BI.	Essential
	Understanding of database architecture and use in case management systems.	Desirable
Performance Management	Good understanding of performance management tools, systems, processes and techniques.	Essential
Organisational Understanding	Good understanding of, and sensitivity to working with elected members. Understanding of the decision making and governance arrangements within local authorities. Strategic knowledge across all business functions (i.e. policy, finance, business development, HR and communications).	Essential
Skills		
Strategic Thinking	Ability to think creatively, offering original solutions outside of conventional expectations. Ability to translate complex and specialised concepts and ideas into meaningful plans and action. Ability to make good, clear-headed judgements and well-informed decisions which can be explained concisely, bringing constructive, informed challenge to complex problems.	Essential
Collaborative Working	Ability to build strong, professional relationships, working collaboratively across the organisation and with partners to promote and deliver the interests of the Council and the wider public sector.	Essential

	Ability to negotiate and persuade stakeholders when conveying contentious proposals, solutions and implementing resolutions. Ability to work as part of a team, sharing knowledge and experience, recognise the strengths and weaknesses of others, and constructively challenge to achieve productive outcomes.	
Accountability	Strives to identify areas for development in meeting expectations. Innovates within sphere of influence to change others behaviours and the use of resources for the better. Good knowledge of risk management and its application. An awareness of the need to maintain appropriate confidentiality and awareness of the principles of the Data Protection and Freedom of Information Acts.	Essential
Communication	Prepared to challenge existing thinking in a positive manner. Ability to undertake research of complex issues and to provide concise summaries of findings. Significant experience of presenting analytical results to a range of audiences. A high level of written and oral communication skills in order to communicate with and influence staff at all levels, members of the public and representatives of external organisations and to deliver effective presentations.	Essential
Excellence	Organised, analytical, and accurate with good attention to detail. Ability to work on own initiative and to deadlines and be proactive and highly motivated. Comfortable with considerable amounts of data/ information and operating within a very complex and varied environment. Demonstrate strong analytical skills and the ability to understand very complex issues and advise on complex solutions across business areas with the application of critical judgement.	Essential
Experience		
Relationship Management	Experience of working at a senior level in a complex organisation with a customer – focused outlook.	Essential

	Experience of liaising with, and influencing representatives of external organisations, partnerships, communities etc.	
Leadership	Experience of successfully leading, managing, coaching and developing diverse teams and delivering demonstrable and sustainable service improvements	Essential
Equality, Diversity and Inclusion	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Net Zero	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential

Disclosure level

What disclosure level is required for this post?	Basic	**Standard**
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	**Hybrid**	Field	Remote	Mobile

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