

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE:

DIVISION:

JOB TITLE: Senior Performance & Intelligence Officer - CYPE

ROLE PROFILE

Job Title: Senior Performance & Intelligence Officer - CYPE

Directorate:

Division:

Grade:

Hours (per week): 36

Reports to: Performance and Strategic Intelligence Manager- Early Intervention

Responsible for: Performance officer 2 x FTE

Role Purpose and Role Dimensions:

- Delivering performance and intelligence to senior managers and departmental management teams within the People department, providing the evidential base required for the development of policy, strategic planning and commissioning activity to allow evidence based decision making.
- To monitor performance in the relevant area and highlight areas of underperformance providing guidance on performance and business improvement. The role is responsible for ensuring that the council meets its requirements to external regulators, ensuring the data provided is of good quality and in leading in the completion and submission of the relevant statutory returns to time.

Commitment to Diversity: The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

- Government bodies and agencies
- Partnership organisations
- Professional organisations including benchmarking groups
- Other local authorities and local authority organisations
- External consultants

- Safeguarding Boards
- Represent the council outside Croydon, creating opportunities to enhance the council's image and reputation and promote the council's interest

Key Internal Contacts:

- CYPE departmental management team
- Relevant heads of service
- Policy, Performance and Programmes division
- Corporate performance manager

Financial Dimensions:

- This role does not have any direct budget management responsibilities but will be required to support the efficiency agenda and improvement planning.

Key Areas for Decision Making:

- Providing expert interpretation of performance and intelligence data to support strategic decision-making across Children's Social Care.
- Identifying, assessing and escalating performance risks, emerging issues and areas of underperformance affecting outcomes for children and families.
- Validating and assuring the quality of performance information and statutory returns, ensuring compliance with Department for Education requirements.
- Advising senior managers on performance improvement actions based on robust evidence, benchmarking and analysis.
- Determining reporting methodologies, performance measures and intelligence products that support effective service management, inspection readiness and continuous improvement.

Other Considerations:

None

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
([Click here for guidance on ROA](#))

Key Accountabilities and Result Areas:

Key Elements:

- To provide high quality performance and intelligence, highlighting areas of progress and under performance to senior managers and the CYPE directorate management team allowing evidence based decision making and to identify areas of weakness to allow performance and business improvement.
- Managing the relevant reporting cycles, ensuring accountability and challenging under performance
- Ensuring that the council meets its requirements to external regulators by managing the timely completion and submission of the relevant statutory returns.
- Maintain and develop ILACS (Inspections of Local Authority Children's Services) datasets, ensuring they are accurate, accessible, and aligned to current frameworks. Support services to strengthen their use of data in SEFs, improvement plans, inspection preparation and identifying key lines of enquiry (KLOE's).
- Lead the delivery of high quality performance reports and intelligence to allow evidence based decision making around improving services for our customers.
- To proactively champion data quality, identifying areas for improvement and taking appropriate action to resolve issues and working with the service to target data quality issues.
- Manage the Council's response and interpret the impact of national and regional performance agendas for the relevant / appropriate areas.
- Provide benchmarking reports to highlight areas of good practice and those areas where the council is underperforming working closely with the corporate performance manager.

- Make recommendations to services within the CYPE directorate, in response to intelligence and analysing changes in the council's external environment taking action to ensure that internal stakeholders are briefed and able to respond appropriately.
 - Working with commissioners and service leads to develop and deliver intelligence products / projects in accordance with their business needs
 - Identifying emerging challenges for the council based on latest intelligence and briefing key internal stakeholders.
 - Lead on assigned performance, intelligence, and service improvement projects for the relevant specialist areas.
 - Designing and providing high quality performance monitoring and intelligence reports to ensure that the department has clear visibility of progress and success and identifying areas of underperformance or risk in order that DMT can ensure the relevant areas can be held to account and to support service improvement.
 - Attending, SMT meetings and CYPE DMT to present performance and intelligence reports where required.
 - Develop and maintain effective working relationships across the CYPE and other ds.
 - Demonstrate effective project management skills in order to provide successful project completion, and the ability to work as part of project teams with colleagues from different teams across the Council.
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- Take individual responsibility for personal performance and collective responsibility for the performance and intelligence function in delivering against agreed objectives and target outcomes.
 - Ensure clear team focus on improving customer satisfaction with services, and effective customer engagement.
 - Working closely with stakeholders to support strategy development and service development.
 - Work in a way that demonstrates the council's values. This includes contributing to the delivery of the council's performance management framework.
 - Deliver the council's services in accordance with our vision and strategies and within the resources allocated.
 - To be a positive ambassador for the council and Croydon.
 - Maximising our influence and promoting Croydon in a positive light. Celebrating and sharing our achievements at a local, regional and national level.

- Demonstrate sound financial management and commitment to good governance, including regularity, probity and control in the discharge of all functions and responsibilities.
- Provide a visible commitment to customer satisfaction and continuous improvement across all services.
- Foster ambition and innovation in corporate policy, strategy and performance.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.

Person Specification

Job Title:

Senior Performance and Intelligence Officer - CYPE

Essential knowledge:

- Specialist knowledge of Children's Social Care, including expert knowledge of relevant local and national performance frameworks.

- ILACS (Inspections of Local Authority Children's Services) and children's social care returns statutory returns (though latter is covered in Key Accountabilities and Result Areas) i.e.
- Specialist knowledge of Children's Social Care, including expert knowledge of relevant local and national performance frameworks, ILACS (Inspections of Local Authority Children's Services) requirements, and Children's Social Care statutory returns.
- Advanced skills in SQL desirable
- An applied understanding of the challenges and requirements of performance management, intelligence and data quality in a local government setting.
- Detailed knowledge of the requirements of relevant external regulators.
- Detailed knowledge or understanding of statistical techniques

Essential skills and abilities:

- Highly numerate with skills and experience of analysing and interpreting data
- Highly computer literate with advanced skills in Microsoft Excel and Power BI.
- Ability to use a range of software data bases including Business Objects and Excel to extract and manipulate data.
- Knowledge of the working and use of the Children's Recording System (CRS) is desirable
- Experience of delivering high quality intelligence and performance information that has effectively informed service planning.
- Advanced skills in SQL are desirable

Essential experience:

- Evidence of significant expertise and experience in delivering performance related and high quality intelligence and analysis services and stimulating performance improvement within Children's Social Care.
- Ability to analyse statistical and performance data and use it to support evidence based decision making.
- Experience of working within a matrix management environment to contribute to departmental and organisational outcomes.
- Demonstrable problem solving skills with a proven ability to achieve results.
- Effective communication skills to a range of stakeholders.
- Ability to interpret complex guidance and legislation and convey requirements in an easy and understandable format.

Special conditions:

- None.

