policy and communications

Performance and Intelligence Manager

**Job Description**

|  |  |
| --- | --- |
| **JOB TITLE** | Performance Intelligence Manager |
| **SERVICE UNIT** | **Policy & Communications** |
| **RESPONSIBLE TO** | Performance & Intelligence Service Manager |
| **JOB I.D. No** |  |
| **GRADE** | **Grade H/6** |
| **OBJECTIVES** | Supporting the work of the performance function. Supporting the delivery of a range of performance management frameworks, systems and bespoke work to support the delivery of significant improvement. Facilitating the use of performance and intelligence data to support assurance processes and to drive improvement activity across the organisation. |
| **MAIN DUTIES AND RESPONSIBILITIES**1. To play a role in delivering the Unit’s Annual Service Plan as directed by the Assistant Director of Policy & Communications.
2. To undertake intelligence initiatives, producing reports, briefing notes and other supporting materials.
3. To work with officers to identify performance issues. To develop performance activity to support compliance with key legislation and national, regional and local policy developments.
4. To support the development of an intelligence led approach to the, delivery and commissioning of services.
5. To support the implementation of software systems to support the development of an intelligence led approach to services and commissioning.
6. To manage key individuals in taking forward an intelligence led approach to the development of policy, delivery and commissioning of services.
7. To undertake research and analysis, and prepare briefing notes and reports as and when required.
8. To support work to place Tameside and Glossop Council/ CCG at the cutting edge of performance management and intelligence, driving improvement initiatives, generating and delivering ideas and initiatives to improve outcomes and generate savings.
9. To work independently as a self starter taking responsibility for developing and work programme for the function delivering a number of key objectives.
10. To support the development of a data warehouse and data analytics to drive improvement and understanding of key issues across the organisation.
11. To contribute to the process of continuous development and improvement of systems necessary for the effective delivery of the Unit’s service.
12. To implement the Council’s Equality and Health and Safety policies.
13. To undertake such job related duties as may be required from time to time which are commensurate with the grade of the post.
14. To deal fairly and openly with colleagues at all times.
 |

| The table indicates the method by which the skills/knowledge/level of competence in each area will be assessed. | ESSENTIAL CRITERIA | DESIRABLE CRITERIA |
| --- | --- | --- |
|
| * Educated to Degree Level (or equivalent)
 | ✓ |  |
| * Evidence of continued personal and professional development
 |  | ✓ |
| * Experience of data management and analysis and interpretation
 | ✓ |  |
| * Experience in the use of database extraction tools to develop complex queries.
 | ✓ |  |
| * Advanced MS Excel skills including: Spread sheet design and development,

creating pivot tables and complex formulas | ✓ |  |
| * Highly proficient in use of MS Access, Word and Power Point
 | ✓ |  |
| * Advanced analytical skills with a demonstrated ability to develop and produce meaningful Business Intelligence reports
 | ✓ |  |
| * Able to present complex information to a wide range of audiences both verbally and electronically
 | ✓ |  |
| * Excellent verbal, written and personal communication skills
 | ✓ |  |
| * Able to work independently or as part of a team
 | ✓ |  |
| * Experience of using reporting tools
 |  | ✓ |
| * Understanding of and commitment to the principles, practices and promotion of equality and diversity.
 | ✓ |  |
| * Demonstrated capability to plan over short and medium term timeframes

and adjust priorities accordingly | ✓ |  |
| * Organisational skills and personal effectiveness
 | ✓ |  |
| * Positive and flexible attitude
 | ✓ |  |
| * Self-motivated
 | ✓ |  |
| * Able to work constructively with individuals in other agencies
 | ✓ |  |
| * Good judgement and problem solving skills when working in a pressurised environment
 | ✓ |  |
| * Ability to work on own initiative and organise own workload without

supervision working to tight and often changing timescales | ✓ |  |