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| Directorate: | Children’s Services | **Section**: | Integrated Commissioning Unit |

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| Job details |  |
| **Job title:** | Information and Monitoring Officer |
| **Grade:** | 3A |
| **Location of work:** | Civic Centre |
| **Directly responsible to:** | Information and Monitoring Manager |
| **Directly responsible for:** | N/A |
| **Hours of duty:** | 36 hours per week |
| **Primary purpose of the job:** | To develop and maintain data collecting, inputting and analysis of systems which contribute towards performance management.  1. To develop and maintain financial monitoring and reporting systems. 2. To develop and maintain strong working relationships with providers offering support and guidance in relation to performance. 3. To offer a comprehensive support service to the integrated commissioning unit. 4. To maintain detailed records of outcomes for Commissioned Services. |
| **Post ref no:** |  |

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| **Main Duties and Responsibilities/Accountabilities:** | |
| **1a)** | To work alongside the Officers of the Integrated Commissioning Unit to develop service related performance indicators and targets. |
| **1b)** | To develop monitoring systems which allow for regular, accurate reporting and bench marking where appropriate. |
| **1c)** | To arrange, minute and contribute to regular monitoring meetings ensuring reports are accurate and presented in advance. |
| **1d)** | To support the officers of the Integrated Commissioning Unit in preparing strategies and other reports. |
| **1e)** | To raise initial concerns with providers arising from data collection or data reporting and notifying the relevant Commissioning Officer of any on-going concerns. To immediately alert the relevant Commissioning Officer of any serious concerns. |
| **2a)** | To set up and maintain accurate and detailed financial spreadsheets, cross referencing with SAP and supporting the financial forecasting process. |
| **2b)** | To establish and maintain an effective service for prompt payment of invoices ensuring attention to detail and time scales. |
| **3a)** | To meet with providers where necessary to help improve performance monitoring data returns. |
| **3b)** | To carry out provider visits for monitoring and auditing purposes as required and specifically carrying out monitoring in relation to SSCB Safeguarding Standards. |
| **3c)** | To offer support to Commissioning Officers/Manager in arranging provider forums, consultation and other events. |
| **3e)** | To ensure provider and other appropriate files are maintained to the highest standards. |
| **4a)** | To support Commissioning Officers/Managers in vetting providers, including chasing up relevant documents, taking verbal references and collating relevant information. |
| **4b)** | To support the Commissioning Officers/Manager in collating and reporting on customer feedback. |
| **4c)** | To be responsible for booking rooms, arranging meetings, ordering stationary and follow up on any health and safety and maintenance issues. |
| **4d)** | To liaise with providers, service users and also staff from other agencies and other sections of the Directorate promoting good working practices within and outside the Directorate, demonstrating good interpersonal and communications skills in order to meet the demanding needs of all service users and providers. |
| **4e)** | To have or develop understanding of Government legislation in order to undertake the role and also an awareness of and dedication to meeting government targets and standards. |
| **4f)** | To work as part of a team but also have the ability to use initiative and sound judgement, responding independently to unexpected problems and situations, having due regard to the various legislation, standards and procedures within the service. |
| **4g)** | To be able to organise and manage own workload and be capable of making sound analytical assessment and decisions in relation to timescales. |
| **4h)** | To continuously review and develop customer services by regular review of customer interactions in order to identify areas for improvement including prompt assessment of instances where it is felt that the service provided was not satisfactory. |
| **4i)** | To have good keyboarding skills and a working knowledge of a wide and complex range of information systems including input and interrogation into Carefirst, EMS, SAP and other systems as appropriate. |
| **4j)** | To act as a contact point for external agencies and partner organisations who require information in relation to commissioning. |
| **5a)** | To be responsible for preparing accurate and timely quarterly and annual monitoring reports which reflect the outcomes achieved. |
| **5b)** | Where possible to bench outcomes with previous quarters and years and other providers or types of service where appropriate. |
| **6a)** | To carry out the specific tasks and duties in relation to the specialised areas of work. |

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| The postholder must carry out their duties with full regard to the City Council’s Equal Opportunities, Health and Safety and Community Strategy policies.  To contribute and demonstrate a commitment to the City Council’s Crime and Disorder Reduction Strategy.  To undertake any other such duties that are reasonably commensurate with the level of this post. |

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| Review arrangements |
| The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time. |

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| **Date Job Description prepared/revised:** |  |
| **Prepared/revised by:** |  |
| **Agreed job description signed by holder:** |  |