

# **ROCHDALE BOROUGH COUNCIL**

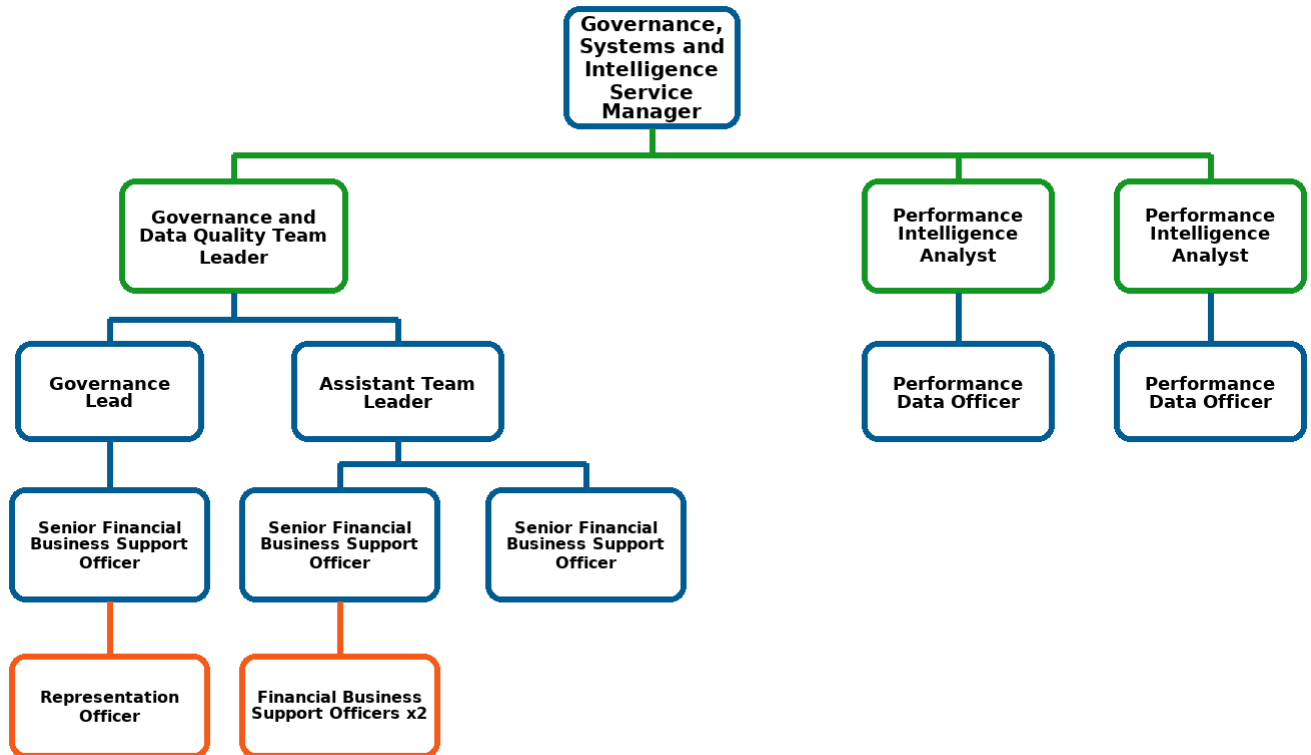
## **JOB DESCRIPTION**

|                                           |                                                                                                                                                                                                                                     |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SERVICE:</b>                           | Integrated Care and Health                                                                                                                                                                                                          |
| <b>SECTION:</b>                           | Governance & Business Support                                                                                                                                                                                                       |
| <b>LOCATION:</b>                          | Number One Riverside Rochdale                                                                                                                                                                                                       |
| <b>JOB TITLE:</b>                         | Performance Data Officer                                                                                                                                                                                                            |
| <b>POST NUMBER:</b>                       |                                                                                                                                                                                                                                     |
| <b>Grade:</b>                             | 7                                                                                                                                                                                                                                   |
| <b>Accountable to:</b>                    | Performance Intelligence Analyst                                                                                                                                                                                                    |
| <b>Hours of Duty:</b>                     | 37 flexible working hours per week in accordance with the needs of the Service.                                                                                                                                                     |
| <b>Any Special Conditions of Service:</b> | The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by RBC. |

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

## ORGANISATIONAL CHART

### Governance & Business Support



### PURPOSE AND OBJECTIVES OF THE JOB

The purpose of the Performance Data Officer is to deliver effective high quality, customer focussed data and performance support for Adult Care services. The role involves developing, analysing, interrogating and disseminating data and related research relevant to the service along with providing recommendations and benchmarking information.

The performance team lead performance data delivery and analytics for the service and this role is key to delivering and presenting user friendly reports to demonstrate performance activity to support the service with key decision making.

This role supports continuous improvement of the service through the provision of performance information and analysis, reports and data dashboards.

## **Control of Resources**

### **Personnel**

To be responsible for leading, managing and motivation of self and of staff within the structure of Adult Care Services for whom the post holder has responsibility, both as individuals and as members of the service, using coaching as an enabler to development.

### **Financial**

To manage financial resources, which are delegated to the post holder by the Head of Operational Business Support, in accordance with the financial regulations of the Council.

### **Equipment/Materials**

To be responsible for the management, effective use and security of financial systems relevant to the post, including software and ICT equipment.

To be responsible for the efficient and effective use of premises, furniture, equipment and consumable goods used in relation to the work of the post holder and any staff under their control.

### **Data and Information Security**

To be responsible for the management and security of data for all of the post holder's areas of responsibility.

### **Health/Safety/Welfare**

To be responsible for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

### **Equality and Diversity**

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

### **Training and Development**

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

## **Relationships (Internal and External)**

### **Internal:**

- Senior management and staff within the Service
- Senior management and staff of other Services
- Internal Audit
- Elected Members

### **External:**

- Service users and their representatives
- Senior management and staff of other Services
- Government Departments

- Providers of Services
- External advisors, partner organisations, charities, voluntary organisations, members of the public
- Other key stakeholders

### **Responsibilities**

The post holder must –

- (i) Perform his/her duties in line with the corporate leadership values and behaviours
- (ii) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (iii) Work in accordance with the Health and Care Professions Council's standards of proficiency
- (iv) Work within the Council's statutory requirements policies and guidance

### **Values and Behaviours**

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these behaviours at all times.

## **Principal Duties**

1. Produce timely and accurate information using Microsoft excel, Power BI, Tableau and other data tools to feed into reporting and processes to support effective planning of services.
2. To gather, analyse, evaluate, and present different types of complex data and information from various information sources, tailoring method, language, and tools to meet the needs of the audience.
3. To review and develop existing reporting frameworks and available data to ensure the maximum value and benefit is gained through performance reporting - enabling a full understanding of the efficiency and effectiveness of services.
4. To carry out research, including demand forecasting from a wide variety of sources and using demographic and other data and present relevant information as required.
5. To work alongside staff, team managers and the adult care senior management team to continuously improve performance, particularly assisting in developing and monitoring action plans in relation to specific areas of performance.
6. To ensure robust data extraction, analysis of performance results and undertake data deep dives highlighting areas of concern to inform performance improvements and outcomes and provide advice for colleagues across the service.
7. To support Adult Social Care during times of assurance inspections with data, analysis, guidance and coordination support including the monitoring the completion of any self-assessments or improvement plans.
8. To maintain an up-to-date working knowledge of legislation, statutory frameworks and codes of practice relevant to the work of the team.
9. To develop co-operative working relations with other managers and staff in order that cross departmental projects and initiatives are co-ordinated efficiently for the benefit of service users and other key stakeholders
10. To actively participate in corporate or service specific projects and working groups bringing expertise and commitment to achieve targets.
11. To be responsible for the development and maintenance of high quality management information systems and processes which support the work of the team and service helping to ensure continuous improvement in support of the delivery of priorities and service development
12. To contribute towards service planning and monitoring, specifying performance measures, targets and performance standards.

13. To provide policy and procedural advice to staff in relation to performance data and analysis.
14. To deputise for ASC performance intelligence analyst when appropriate
15. To develop accurate system data reports to meet the developing needs of the service
16. To coordinate the submission of accurate and timely statutory and non-statutory returns and performance reports for Adult Social Care ensuring service sign off and submission within the given deadline.
17. To take the lead on the preparation and sharing of assigned public facing documents such as the annual local account and contribute to the delivery of the adult care operational plan
18. To liaise with and maintain network links with representatives from the Department of Health & Social Care, CQC, other Local Authorities, NHS organisations and other outside agencies on behalf of the Service, as required.

## **Secondary Duties**

1. To ensure an effective response to complaints and representations received within your service area (as per the service complaints/representations procedure).
2. To represent the service/council at meetings and conferences as appropriate.
3. To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
4. To undertake such other duties and responsibilities of an equivalent nature as may be determined by the Head of Service (or nominated representative) from time to time in consultation with the post holder and if they/them so desires with they/them Trade Union representative.
5. To act as ambassador for the Council and service at all times and develop and maintain effective and professional relationships within the service and with other services/partners to raise the profile of Adult Care & Support Services.
6. To ensure compliance with statutory and business critical rules and regulations within areas of expertise and responsibility.
7. To support and advise staff in respect of the Council's statutory and local responsibilities
8. To provide day-to-day operational supervision and support to the team within your specified area of responsibility

|                             |                         |      |                  |
|-----------------------------|-------------------------|------|------------------|
| Job Description prepared by | <u>Juliette Johnson</u> | Date | <u>June 2023</u> |
| Agreed by Postholder        | <u></u>                 | Date | <u></u>          |
| Supervisor                  | <u></u>                 | Date | <u></u>          |
| Service Director            | <u></u>                 | Date | <u></u>          |

**Rochdale Borough Council  
Person Specification**

|                  |                                          |                      |                                 |
|------------------|------------------------------------------|----------------------|---------------------------------|
| <b>Service :</b> | <b>INTEGRATED CARE AND HEALTH</b>        | <b>Post:</b>         | <b>Performance Data Officer</b> |
| <b>Section :</b> | <b>GOVERNANCE &amp; BUSINESS SUPPORT</b> | <b>Post Number :</b> |                                 |
| <b>Job Ref:</b>  |                                          | <b>Grade:</b>        | <b>7</b>                        |

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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| <b>Criteria</b>                                                                                                                                                                                                                        | <b>Essential (E)<br/>or<br/>Desirable (D)</b> | <b>How Identified:<br/>AF Application Form<br/>I Interview<br/>A Assessment</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|---------------------------------------------------------------------------------|
| <b>(a) Special Working Conditions</b>                                                                                                                                                                                                  |                                               |                                                                                 |
| 1 Please indicate that you are able to work and attend meetings and other events during the evening and occasionally at weekend.                                                                                                       | E                                             | AF                                                                              |
| 2 Please indicate that you are able to embrace and act in accordance with Council Policies and Regulations.                                                                                                                            | E                                             | AF                                                                              |
| 3 Please indicate that you are able to work flexibly as work demands.                                                                                                                                                                  | E                                             | AF                                                                              |
| <b>(b) Qualifications and Experience</b>                                                                                                                                                                                               |                                               |                                                                                 |
| 4 Please confirm that you have GCSE Maths and English Language (grade A-C/4-9) or equivalent and are able to provide certificates to confirm this OR that you are willing to undertake a test to demonstrate your skills in this area. | E                                             | AF, I production of certificates at interview                                   |
| 5 Experienced in carrying out complex data analysis and interpretation and applying it to performance monitoring, service planning and improvement                                                                                     | E                                             | AF, I, A                                                                        |
| 6 Please demonstrate, by example your experience of applying and developing robust data quality assurance and performance monitoring processes                                                                                         | E                                             | AF/ I, A                                                                        |
| 7 Please demonstrate by example your experience working effectively with a broad range of stakeholders and ability to establish trust and build relationships with people at all levels.                                               | E                                             | AF/ I, A                                                                        |

|                                  |                                                                                                                                                                                                                                                                                                                                                    |   |        |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|--------|
| 8                                | Please demonstrate your experience of working on your own initiative and in close co-operation with others.                                                                                                                                                                                                                                        | E | I/ A   |
| 9                                | Please demonstrate by example of your ability to explain the meaning of data in a clear way to a varied audience.                                                                                                                                                                                                                                  | E | AF/I   |
| 10                               | Please demonstrate your experience of leading, and positively contributing to the development and implementation of proposals which impact on the way in which services are delivered.                                                                                                                                                             | E | AF,I   |
| <b>(c) Skills and Knowledge</b>  |                                                                                                                                                                                                                                                                                                                                                    |   |        |
| 11                               | Please demonstrate by example your ability to produce and present user focussed reports with complex information to a broad audience                                                                                                                                                                                                               | E | AF/I/A |
| 12                               | Please demonstrate your knowledge of the current and emerging issues in adult social care.                                                                                                                                                                                                                                                         | E | AF/ I  |
| 13                               | Please demonstrate your ability to meet deadlines using a systematic approach and time management skills, while working in a busy environment, ensuring that information produced is accurate.                                                                                                                                                     | E | I,A    |
| 14                               | Please demonstrate, by example your adaptable, flexible, problem solving approach to work.                                                                                                                                                                                                                                                         | E | I,A    |
| 15                               | Please demonstrate by example your excellent IT skills, including your experience of using, developing and maintaining reporting tools such as business objects, SSRS, SQL report writing and Microsoft Office products such as Power BI and management information systems and ability to manipulate data/information and present concisely       | E | AF/I,A |
| 16                               | Please demonstrate your excellent numeracy, literacy and analytical skills and how these have been applied to interpret complex financial information in a workplace environment                                                                                                                                                                   | E | I,A    |
| 17                               | Please demonstrate your knowledge of data protection legislation and confidentiality, particularly when handling sensitive personal information                                                                                                                                                                                                    | E | I,A    |
| <b>(d) Values and Behaviours</b> |                                                                                                                                                                                                                                                                                                                                                    |   |        |
| 18                               | <p>Approach the job at all times using the values set out below:</p> <ul style="list-style-type: none"> <li>• Proud of the difference we make</li> <li>• Passionate about the diversities of the Borough</li> <li>• Pioneering and Open in our Approach</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours.</p> | E | AF/I   |