**JOB DESCRIPTION**

**Children & Joint Commissioning Services**

**JOB TITLE:** Senior Information Officer

**DIVISION:** Children & Joint Commissioning Services

**GRADE:** Band 11

**RESPONSIBLE TO:** Performance & Information Manager (Adults)

**POST REFERENCE:**  101401

**Purpose of Post**

To support the Performance & Information Manager (Adults) in implementing, maintaining and developing performance & management information systems & strategies. To design and produce information reports for external and internal purposes, and carry out systems administration and maintenance.

The post is key to developing and implementing a business intelligence approach to help the department and management team understand and interpret performance and how this can be affected & influenced.

All staff will be expected to interpret their role in the context of the vision, values, strategies, objectives and aims of the Adult & Community Based Services Department, and in the broader context of the Council and its partners. In carrying out their role they will be contributing to the development and implementation of national and local policy.

Staff will also be expected to contribute constructively to continuous improvement in terms of performance, outcomes, cost and quality. They will promote positive team working with colleagues across the Council, and work in partnership with staff from other departments, agencies, representatives of users and carers, and elected Members as required.

**Key Relationships**

All staff will be expected to promote team working within their particular staff group/service area but also across the Department as a whole, with corporate colleagues, with staff from other agencies and representative groups and working with elected Members as appropriate.

Additionally, key relationships for this post will be:

* Departmental staff and management team
* Corporate ICT staff & the councils strategic IT partner
* Systems software suppliers
* Corporate Finance Team
* Staff from other Departments within the Council
* Health staff working in joint teams and services
* Partner organisations, including private providers of care, voluntary organisations, health organisations, central government etc.

**Main Duties and Responsibilities**

* To manage the development and production of effective, efficient and timely management information reports, ad-hoc requests and other requests for performance information.
* Implement and develop a business intelligence approach to understand, interpret and present performance information.
* Produce all statutory returns, including resolving queries direct with the Department of Health according to agreed timescales.
* Support systems and performance audits.
* Deal with and lead on (as required) information and IT related projects.
* Attend regional groups.
* Develop and implement a Data Quality approach in relation to systems and performance, including processes to drive the quality assurance and integrity of Adult Services data through the creation of regular reporting techniques.
* To ensure performance and management information systems run effectively and efficiently and meet changing requirements as identified by Adult Services and external requirements.
* To develop and maintain a performance management culture across Adult and Community Based Services, including meeting with operational managers as required.
* To assist in the Department’s compliance and development of information governance, with particular regard to the General Data Protection Regulations (GDPR) and other related IG legislation and requirements.
* To be up to date with management information developments particularly with regard to Adult and Community Based Services systems.
* To project manage the implementation of departmental management information systems and modules of current management information systems, as well as information related projects.
* To provide guidance, training and support to Adult and Community Based Services management information users.
* To manage the system administration and maintenance of IT related systems across Adult and Community Based Services.
* To deputise in the absence of the Performance & Information Manager.
* To work with key partners to develop and implement joint information reports and systems as the integration agenda develops.
* Any other duties of a related nature which might be reasonably required by the Performance & Information Manager (Adults).

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 28-Feb-2018

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**