

Company Profile

Established in 2017, Together for Children is on a mission to improve services in social care, early help and education and engage the whole community in giving children and young people in Sunderland the best possible opportunity to thrive.

Our workforce is AMAZING with a passion for improving the life chances of children and young people. We all strive to make a difference, irrespective of our work vocation or specialism.

Reporting to:

Ruth Neesham

Performance Manager

ruth.neesham@togetherforchildren.org.uk

Direct Reports:

- Nil

Location:

TfC HQ at Sunderland City Hall.

Remote working is also supported and encouraged.

Principal Performance and Intelligence Officer (Grade 8)

Service Directorate

Corporate and Commercial Services

Purpose

An opportunity has arisen to join the Together for Children's Performance Team on a fixed term basis for 12 months. The team specialises in the production and reporting of data and information to drive improvement for children and families in Sunderland.

The purpose of the role is to lead in the development of key performance indicators to support Together for Children's vision and strategy. You will provide detailed performance reports to support service delivery and improvement, establish excellent relationships and communicate performance information in a variety of formats to different audiences.

You will be responsible for supporting and influencing the implementation of the performance and intelligence functions including data collection, data analysis, performance monitoring and reporting, benchmarking, inspection, organisational strategy, business planning, consultation, research and needs analysis.

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Responsibilities

- Develop and maintain effective and productive working relationships with colleagues, stakeholders, external agencies and partners, anticipating and responding to their needs.
- Work with services to ensure that all statutory and non-statutory data requirements are understood, and key datasets, dashboards and reporting are built.
- Develop innovative KPIs/metrics to support the TfC strategy and vision.
- Utilise a range of reporting tools to produce datasets and analyses for audiences at all levels within TfC and partners.
- Work with operational and strategic managers to understand, assess and evaluate performance, intelligence and operational information.
- Interpret and critically evaluate data to update on performance improvement and intelligence issues, in relation to local and national agendas focusing on emerging trends.
- Collate and produce statutory and regulatory returns to government and associated agencies highlighting risks and possible solutions.
- Represent TfC in local, regional and national activities, events and attend complimentary training as required.
- Participate in internal and partner working groups to analyse performance information and to influence decision making and identify any areas for improvement.
- Provide specialist advice, guidance and support to colleagues in TfC regarding performance requirements and information in line with statutory guidance and business needs.
- Work in partnership to identify and propose service and system developments and improvements, for the mutual benefit of the team and Together for Children.

- Plan and organise own work, work of others and project work to fulfil team and organisational priorities.
- Interpret and manage data required for freedom of information requests.
- Other duties and responsibilities allocated which are appropriate to the grade of this post.
- The post holder will be required on occasion to travel within the city as required to undertake the role.

Statutory Requirements

In line with the Together for Children's Statutory Requirements, all employees should:

- Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland's records and information and respect the privacy of personal information held by Together for Children Sunderland.
- Comply with the principles and requirements of the Freedom in Information Act 2000.
- Comply with the Together for Children Sunderland's information security standards, and requirements for the management and handling of information.
- Use information only for authorised purposes.

Role Specification

Essential Requirements	
Qualifications: <ul style="list-style-type: none"> Degree or equivalent qualification 	Application Form Interview
Experience of: <ul style="list-style-type: none"> Significant Experience of providing timely and comprehensive performance information to services Development of innovative KPIs/metrics Experience of analysing and interpreting data to inform decision making. Provide advice to senior managers on complex proposals or concepts Production of informative and actionable reporting that highlights business trends and opportunities for improvement Experience of operating a relationship management style Use of benchmarking data to drive service improvement 	Application Form Interview
Knowledge and understanding of: <ul style="list-style-type: none"> Advanced Excel knowledge and experience for providing performance information/reporting. Experience of using products such as: SSRS, SAP Business Objects Web Intelligence, Crystal Reports, PowerBI and SQL reporting language Comprehensive knowledge of Together for Children's purpose and business strategy Good awareness of inspection framework for children's services 	Application Form Interview Test
Ability to: <ul style="list-style-type: none"> Be diplomatic and assertive with working in collaboration with internal and external customers Interpret and evaluate data to develop business analyses and projections Ability to identify and predict trends and behaviours from a range of datasets Ability to answer, pre-empt, and pose key business performance questions and problems Developed written report writing skills, to communicate clearly and concisely with senior managers Demonstrates attention to detail in all aspects of work Systemic and well organised approach to managing priorities and work demands 	Application Form Interview Test