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| **Role Title** | **Families Business Intelligence Manager** |
| **Job Family** | **Business Intelligence** |
| **Competency Level** | **Principal Officer / Manager** |
| **Pay Range / Scale** | **PO10** |
| **Purpose:**   * To lead, plan, develop and deliver a specialist service providing data reporting, analysis, insight and intelligence support to the Families Directorate. * Develop a Business Intelligence function that provides high level expertise, methodologies and tools to support the effective use of data in policy development, commissioning and service delivery. * Develop the council’s Business Intelligence capabilities and deliver projects to build data analysis and predictive models to support council objectives. | |

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| **Role Specific Accountabilities:** | **End Results/Outcomes** |
| Ensure that members, officers and partners receive high-quality insight into:  the characteristics, preferences and needs of the local community and specific service user groups  the quality of Council services  progress towards achieving the priority outcomes of the Families Directorate | Members, officers and partners are able to draw upon robust evidence, information and analysis when they are prioritising, planning and evaluating the delivery of Council services. |
| Lead the design, development and delivery of an effective performance management framework for the Families Directorate. | The performance management framework is clear, well understood, in line with best practice standards, agreed by Families Directors, and subject to regular review.  Directors, Service Managers and Members are enabled to understand, challenge and successfully address areas of under-performance.  The performance management framework drives improvement in the quality and effectiveness of Families services. |
| Lead the design, development and delivery of programmes, projects and initiatives related to data and intelligence for the Families Directorate. | Programmes and projects are clearly defined and managed in line with relevant corporate standards.  Programmes and projects deliver their intended benefits in line with agreed budgets and timescales  Following delivery, each programme and project is subject to formal evaluation. Lessons learned inform the delivery of future programmes and projects. |
| Ensure that the Council complies with statutory data reporting requirements relating to Families services, including the requirements of government departments and regulators. | All required reporting is completed in line with standards and timescales specified by the relevant department or regulator.  Data reported by the Council passes all relevant data quality and data validation checks.  Progress in the completion of all returns is regularly reported. Issues and risks are proactively resolved or escalated as appropriate. |
| Ensure the Council is well-prepared with performance and self-assessment information required for service inspections, and actively addresses inspection findings. | Members and senior officers receive high-quality advice about the inspection frameworks that exist and the Council’s likely performance against them.  Preparation for inspection is appropriately planned, monitored and reported.  The outcomes from inspection are communicated to members and senior officers. Robust action plans are agreed to address any recommendations. Implementation is monitored and reported. |
| Lead the design, development and implementation of a data quality framework for the Families Directorates and associated policies and procedures. | Data generated or used by the function is accurate and reliable.  All relevant officers understand their responsibilities for data quality and comply with the necessary policies and procedures.  Issues with data quality are detected, reported, escalated where necessary, and proactively resolved. |
| Ensure that data is handled according to the principles and requirements of the Data Protection Act 2018 | Robust arrangements are embedded in the Families Business Intelligence Team to ensure that personal and sensitive data is secure and protected.  Data processing and management is fully compliant with the principles and requirements of the Data Protection Act 2018.  Data Protection Impact Assessments are developed where appropriate, and controls are properly implemented. |
| Lead the professional development of the team and strategically shape its skills and expertise. | This includes both individual coaching and personal development as well as organizing events like trainings, hackathons or community and research meetings that facilitate exchange within and between the teams. |

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| **Generic Accountabilities** | **End Results/ Outcomes** |
| Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered. | The service is delivered to the quality, Council, professional and legislative standards required.  Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.  Corporate strategies are effectively implemented within area of responsibility.  External inspections are managed effectively.  Service delivers excellent customer service. |
| Manage responses to complex professional or politically sensitive issues within the area of responsibility.  Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility. | Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.  Major issues are managed through to a satisfactory conclusion.  Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.  Customer outcomes are clearly understood and specified.  Services / goods are delivered on time, to budget and standards agreed.  Opportunities to improve delivery / capacity of provision are proactively identified and actioned.  Suppliers and supply chains are resilient and adaptable to meet changing needs.  Expected operational efficiencies are realised. |
| Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards. | Service plan and targets for area of responsibility are developed from Council’s overall strategic directives and agreed and communicated within required timeframe.  Strategic and operational input is provided to wider business planning and development.  Progress against objectives is effectively monitored and delivered. |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | Improvements are developed and delivered effectively.  Stakeholder requirements are met. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | The team is highly competent, effective, motivated and outcomes focussed.  Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.  Effective team meetings take place to required timescales. |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives. | Resources including equipment, people, and systems are utilised optimally and efficiently.  Annual budget is planned, developed and delivered. Value for money is maximised.  Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance. |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained. | Safeguarding standards are monitored and maintained in compliance with Council policy.  Appropriate safeguarding training is provided. |
| Implement a risk management programme and advise on issues affecting Council service areas. | Business threatening situations are recognised, planned for and managed or escalated as appropriate.  Systems and governance are in place to and respond promptly to critical events.  Continuous service is provided. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | Risks to staff and others are assessed and managed.  Suitable health and safety instruction and training are provided.  There is a safe working environment. |

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| **Nature of Contacts** |
| * Senior managers, directors, members and equivalent level external contacts, key stakeholder’s partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. * To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders. * Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions. |
| **Procedural Context** |
| * Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. * Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. * Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service. * Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council. * Occasionally the post will be expected to work from other locations |
| **Key Facts and Figures** |
| * Responsible for a service containing 16+ members of staff, with a budget of £850,000+ |
| **Resourcing** |
| Budget Responsibilities:   * Manage a salary budget of around £800,000 * Manage a non-salary budget of around £50,000   Supervisory Responsibilities:   * Direct line management responsibility for 4+ members of staff and a total team/service of 16+ members of staff. |
| **Knowledge, Skills and Experience** |
| * Relevant experience managing similar services within a large organisation. * Highly numerate, with an analytical mindset - experienced in using data to solve problems and to drive change and improvement. * Experience of leading the development and implementation of data-driven performance management frameworks. * Excellent manager of people, with the ability to mobilise resources effectively and motivate others to deliver on objectives. * Advanced understanding and experience of how data is effectively organised and managed in complex business environments, including relational databases and data modelling. * Advanced knowledge and experience of complex data analysis tools and methods, including technology such as SQL Server, Power BI, R/Python, and Excel. * Excellent communication skills - able to translate technical concepts and complex data and analysis into clear, accessible and actionable information for senior leaders and non-technical audiences. * Able to build strong relationships and networks and inspire confidence with elected representatives, senior leaders and senior managers from varying professional backgrounds. * Experience of engaging with a senior stakeholders and team members to lead and drive projects and tasks successfully to completion. * Ability to work to challenging short term deadlines whilst managing a daily, weekly, monthly and quarterly workload for the service as a whole * Resilient in the face of competing priorities, deadlines and a demanding workload * Thorough understanding of the requirements of GDPR and the Data Protection Act 2018, with ability to lead, design and implement processes to ensure compliance. * Politically astute and able to think strategically, while also attending to detail. * Credible ambassador for the team and the organisation. * Experienced in working closely with, advising and influencing members, senior officers and stakeholders * Self-motivated, enthusiastic and driven to achieve success. * Creative and innovative * Demonstrable commitment to equal opportunities and equality in employment and service delivery |
| **Indicative Qualifications**   * Degree or equivalent or equivalent industry experience. |

*The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.*