ROLE PROFILE

Job Title:	Senior Performance Analyst (Adult Social Care)
Department:	Strategy, Performance and Intelligence
Directorate:	Strategy and Change
Grade:	12
Post no.:	57874
Location:	Perceval House, Hybrid working applies
Role reports to:	Adults and Housing Performance and Intelligence Manager
Direct reports:	Management Information Officer
Indirect reports:	Performance Data Apprentice, inductees, assigned temporary workers as required.

JOB DESCRIPTION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

The Council Plan 2022-26 sets out our ambitions for a borough where every family has a decent living income and can reside in a genuinely affordable home, where everyone can live a long and healthy life in communities full of pride and identity. We are on a journey to transform the way we work to achieve the council's ambitions using the best data and insight. Contribute significantly to embed the development of an insight and intelligence culture throughout the council. This role will form part of a wider Corporate Performance Team with specific responsibility for supporting the Adult Social Care Directorate. The role would:

- Manage the delivery of the Performance function in Adult Social Care and the provision of data necessary for the Department to make timely, relevant and strategic decisions and fully support national and local reporting requirements for Adult Social Care.

- Develop, plan and deliver business intelligence products such as dashboards and bespoke performance analysis to drive operational decision making and service improvement.

Key relationships (internal and external)

- Strategic Director and Assistant Directors in Adult Social Care
- Information and Records Management Team
- Operational Heads of Service
- Corporate ICT and Information Data Management
- Corporate Strategy, Performance and Intelligence Team
- Lead Member for Adult Social Care
- Service users
- NHS partners

Key accountabilities

1. To be responsible for the delivery of the performance framework for Adult Social Care ensuring the framework reflects Central Government reporting requirements.
2. To be responsible for the accurate completion and submission of all statutory returns, being the main point of contact and liaising with all relevant outside bodies, and to ensure the maintenance of accurate and robust auditable records of performance data.
3. To have overall responsibility for co-ordination, production and delivery of performance monitoring data to a variety of internal and external sources, to inform strategic service planning and budget, procurement and commissioning decisions in relation to Adult Social Care.
4. To lead on the coordination of data to support the council's preparation for CQC Assurance.
5. To lead on Data Quality for the Department, managing and promoting data quality and implementing assurance and audits systems to ensure accurate data. To work with auditors and ensure smooth running of audits and any follow up work.
6. To work with a range of stakeholders across adult social care to ensure that business processes are developed to capture accurately the data required to support the production of statutory returns and management and commissioning information.
7. To lead on the development and management of reporting tools, business intelligence systems, applications and dashboards.
8. To advise and support senior managers on relevant service and operational matters regarding performance data.
9. To work with the ICS and other NHS partners to develop and implement integrated performance management systems and monitoring which supports national and local policy initiatives.
10. To ensure all Member queries and FOIs are dealt with promptly and effectively.
11. To provide effective management of staff, including recruitment, training, development and appropriate application of policies on staffing matters.

12. To contribute towards the development of good working relations and collaborative arrangements with relevant third-party organisations including private, voluntary and other public organisations and to forge effective partnership working.

Person Specification

A-Assessment; I-Interview; T-Test

Requirements	
Knowledge	
Knowledge and experience of using information systems and reporting tools in Adult Social Care to generate performance data	A
Expert knowledge and understanding of performance frameworks and national policy including national performance indicators affecting services for adults	A
Knowledge of current legislation for adult social care	A
Experience	
Of using SQL or web-based business intelligence applications such as Business Objects to a high level	A/I
Of managing the development of business intelligence systems and applications in line with changing national and local reporting requirements.	A/I
Of developing and implementing performance management frameworks	A/I
Experience of implementing systems and processes to ensure data quality and integrity, including business process reviews and design	A/I
Skills	
High-level numerical and applied statistical skills with the ability to analyse and quality assure a range of qualitative and quantitative data,	A/I/T
Able to interpret national and local reporting requirements and ensure that departmental recording systems are equipped to collect and produce data accurately.	A/I
High-level communication skills, both written and oral, to present complicated performance data and ideas in an easily digestible format and influence others.	A/I/T
Expert knowledge and understanding of performance frameworks and national policy, including national performance indicators affecting services for adults.	A/I
Ability to lead, manage and motivate staff to deliver high-quality and effective services.	A/I
Ability proactively to schedule workload based on competing priorities ensuring deadlines are met	A/I
Creativity and strategic thinking skills, including the ability to improve services, develop new ways of working, and find appropriate solutions to complex issues, including the identification and application of alternative performance management models.	A/I
Qualifications	
Educated to degree standard in a relevant field or equivalent by work experience	A

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they'll do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards

END