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Role profile

Job Title:	Schools Performance and Intelligence Manager
Department:	Strategy, Performance, and Intelligence
Directorate:	Strategy and Change

Grade:	14
Post no.:	61168
Location:	Perceval House

Role reports to:	Head of Strategy, Performance & Intelligence
Direct reports:	• Data Analyst (Schools) x2, • Performance and Data Analyst (SEND) x1, • Data Analyst (Virtual School) x1, • Performance Data Apprentice x1, • Additional Data Analyst/s or other staff, as required.
Indirect reports:	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

- Conceive, plan, undertake and manage complex research and analyses and report the findings and implications through briefings, reports, and presentations to a wide range of audiences.
- Provide key strategic advice and make a major contribution to determining council and school priorities through research, analysis and interpretation of data which identifies priorities, develops policies, and evaluates progress, including school place planning data and forecasting.
- To lead on and to ensure that service specific performance management frameworks effectively drive improvement of the quality of relevant Council services and the achievement of relevant Council priorities.
- To lead on and to ensure that, within the post holder's area of responsibility, the Council complies with all statutory reporting requirements, including the requirements of central government departments and regulators.
- To develop and manage stakeholder relationships including internal partners such as Service Directors, Ealing Learning Partnership, Schools, Department of Education, Ofsted, and other relevant partners.
- To develop opportunities for partnership working within and outside the Council using performance as a driver for service improvement and service development.

- To lead, develop and manage a team responsible for School performance and data insight support.

Key accountabilities

- **Challenge, Change and Improvement**:
  - To act as the lead for Schools performance management and improvement, including the production of performance and insight products based on data from Council and School systems.
  - To lead on identifying areas for ICT information systems and information technology changes and development arising from statutory and local outcomes reporting requirements.
  - To ensure that data quality issues are raised with the relevant service/school(s) to review and address for the purpose of statutory returns and local reporting.
  - Support the Council's business planning processes, ensuring the co-ordination and integration of performance information and analysis.
- **Setting Direction**:
  - To lead and manage change, including identifying new priorities and external requirements, ensuring that they are anticipated and addressed.
  - To identify and champion opportunities for innovation and transformation in the design and delivery of performance data and analysis.
  - To lead the team to ensure delivery of all required outcomes to relevant quality standards within agreed timescales and budgets.
  - To ensure stakeholders are appropriately engaged in developing the priorities and objectives of the team and to ensure that stakeholders and customers express high levels of satisfaction with the support provided by the team.
  - Work with key stakeholders (e.g., IT and services) to develop the relevant information systems to reflect the requirements of external and internal data strategies.
  - Represent, share good practice, and promote the interests of the Authority through participation in regional and national research projects, conferences and a wide range of policy forums and meetings including with external agencies such as government departments and local authority networks.
  - Provide expertise and key strategic advice to LA officers, school improvement partners, headteachers, governors and other school staff on the use of a range of analysis systems and interpretation and use of statistical information.
  - Work closely with senior management (Corporate Leadership Team, members, service heads, headteachers) on the development of key policy initiatives and in setting priority areas, including leading on a wide range of attainment KPIs, advising on suitable target ranges for key school and LA performance measures and early identification of schools causing concern.
- **Project and Work Management**:

- o Manage the delivery of all service specific performance management and outcomes frameworks, reporting from the relevant systems. This includes Government statutory returns, ad hoc data collections from Government bodies, corporate, and service operational reporting.
- o To work with stakeholders to identify data quality issues for correction and improve processes for data quality assurance as part of the performance and statutory returns processes.
- o To lead on ensuring elected members, service directors and senior officers receive high quality data analysis and evidence about relevant inspection frameworks and the Council's likely performance against them.
- o To lead on the delivery of performance analysis for elected members, service directors and senior officer to understand, challenge and successfully address areas of underperformance within the relevant service area (schools), including progress towards achieving the Council's priorities.
- o To support the Ealing Learning Partnership schools to receive high quality data analysis and evidence in accordance with the partnership's offer.
- o Be responsible for the analysis, interpretation and reporting to headteachers, governors, senior management, ELP, School Improvement Partners, advisors and support officers of timely and accurate comparative achievement and attainment data, including the performance against targets and of specific pupil groups, to inform decision making within schools and the LA.
- o To lead and manage the performance elements of a wide range of projects and new initiatives. To ensure that the performance frameworks are delivered within the project timescales, resource allocation and agreed quality standards.
- o To lead on using performance data and analysis to support the maximisation of income to the Council via the services offered through ELP and any other performance related "payment by results" programmes, projects, and initiatives, as appropriate.
- o Be responsible for school place planning data, forecasting and processes, including overseeing the production of projections, preparing briefings for cabinet and senior management, ensuring statutory procedures around changes to schools are met, and representing the LA's position with key external stakeholders including neighbouring boroughs and the DFE.
- **Working in Teams**:
  - o To lead and contribute to internal and external projects, tasks and partner working groups internal and external to the organisation. When acting as the project lead, to be responsible for ensuring that programmes and projects are clearly defined and managed in line with relevant corporate standards.
  - o To lead on extending service specific management frameworks, where appropriate, to services and outcomes that are delivered in partnership with others such as schools.

- o Work with colleagues and stakeholders in other departments and external bodies to ensure that projects comply with corporate standards and are compatible with any current corporate initiatives.
  - o Attend and contribute to meetings within the Council and its partnerships as required.
- **Managing self**:
  - o Manage personal workload, changing priorities and personal objectives.
  - o Keep up to date with any changes in legislation, policy and strategy affecting local government particularly relating to information, data, and reporting.
- **Managing People**:
  - o To lead on the development of service plans for the team, ensuring the delivery of the teams' work plan is supported or achieved through partnership working with others.
  - o To ensure the team is compliant with all relevant legislation, regulations, codes of conduct and guidelines.
  - o To be responsible for recruitment, induction, development, and appraisal in line with the Councils requirements. To ensure any under performance is identified and addressed at the earliest opportunity.
  - o Comply with the Council's policies and procedures, including Health and Safety and Diversity and Equality policies.
- **Communication**:
  - o Produce reports, analysis, visualisations, and briefings to key stakeholders including central government offices.
  - o Liaise with internal and external stakeholders as appropriate and conduct consultations and lobbying to input into policy development.
  - o Provide presentations and reports for elected members, Executive Director, Directors, service heads, ELP, partners and government agencies.
- **Customer Engagement & Influencing**:
  - o Represent the views of the service in the development and implementation of data analytics and performance management practices to set corporate and partnership direction.
  - o To represent the Council on relevant local, regional, and national forums.
- **Mastering Technology and Information**:
  - o Maintain a working knowledge and utilisation of reporting tools for analysis and visualisation of data and maintaining awareness of best practice.
  - o Review comparative data and benchmarking from other local government authorities to maintain awareness of best practice and improve local performance.
  - o Maintain an understanding of current database methods, data access technologies and data security.
  - o Ensure that data and systems for which he/she is responsible comply with GDPR, the 2018 Data Protection Act and the 2000 Freedom of Information Act and maintain confidentiality of data at all times.
  - o Remain informed of Information Technology developments relevant to providing performance and intelligence and to advise senior

management on the implications for the business area as and when required.

- **Additional Requirements**:
    - To be responsible for management of the Council's physical assets deployed within the team, including laptop computers, projectors etc.
    - Any other duties appropriate to the post and grade.
    - Compliance within corporate standards.

Key performance indicators

- Delivery of statutory and local performance assessment reporting to agreed timescales and quality standards including pupil attainment and outcomes.
- Levels of customer satisfaction levels (measured by surveys and customer feedback)
- Compliance with statutory and corporate standards (measured by recorded exceptions)
- Delivery of projects to time, cost, quality
- Annual Performance Assessment includes feedback on effectiveness of post holders' performance.
- Develop and deliver effective process and data management initiatives to ensure effective implementation of projects.
- Effective supervision and management of staff.

Key relationships (internal and external)

- Corporate Leadership Team, Members, Schools Service Leadership team, Service Heads
- Headteachers (covering approx. 95 schools), governors, assessment coordinators, School Improvement Partners
- Department for Education, Ofsted

Authority level

- **People**: Directly manage staff and be responsible for the overall deployment of staff for whom the post holder is responsible, arrange relevant training and deal with such disciplinary, staff consultation, welfare and safety matters as arise, considering instructions and guidelines issued by the Council.
- **Policy**: The post holder will influence the development of key policy initiatives.
- **Financial**: The post holder will have discretion to make purchases in line with corporate guidelines.

Person specification

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Essential knowledge, skills and abilities

1. Advanced IT skills across a range of database and statistical applications, including MS Excel, Business Objects, Power BI (or similar applications) and GIS applications (MapInfo or similar) and ability to instruct others on the use of these systems.

2. Ability to produce high quality and sophisticated data visualisations presenting the results of statistical analyses of data in a clear manner for a range of audiences.

3. Strong analytical skills, understanding of quantitative analysis techniques and the ability to research, understand and interpret written and statistical information.

4. Ability to effectively communicate complex information in written reports and through the delivery of training and presentations to a wide range of audiences, mainly at senior levels -

5. Advanced organisational skills to manage projects and workloads, meet deadlines, work with a wide range of clients/customers and ensure reporting compliance with established council deadlines.

6. Strong and effective leadership to manage and develop an effective team including mentoring, support, and guidance.

7. Excellent interpersonal skills including listening, advising, negotiating, and influencing to build strong working relationships with a wide range of managers, staff, and external agencies.

8. Capacity to learn new systems quickly and effectively and instruct others in the use of these systems.

9. Sound knowledge and understanding of relevant legislation and policy around School returns and other reporting requirements.

10. Able to interpret complex legislative and business analytics and reporting requirements and think, plan, and develop consistent processes to revise and improve processes and systems to meet business requirements.

11. Knowledge of relevant school performance framework(s) and links to local and national measures and central government bodies including statutory reporting requirements.

12. Able to lead the design and production of high quality and sophisticated performance management systems and insight products including

dashboards, reports, and visualisations, that meet the requirements of a range of different stakeholders.

13. Knowledge of information governance requirements including Data Protection Act 2018, GDPR, FOIA, data management and records retention.

14. Ability to manage own workload within changing priorities, using good organisation skills and attention to detail.

Essential qualification(s) and experience

1. Experience of leading a team, demonstrating good communication and interpersonal skills.

2. Experience of planning and completing statutory returns that met central government requirements.

3. Advanced experience in data analytics tools and techniques including use of visualisation tools, spreadsheets, and databases.

4. A degree or other relevant professional qualification and/or equivalent professional experience.

5. Evidence of continuous professional development.

6. Relevant experience in a performance management role (including service improvement planning, analysis and reporting of performance information).

Values and behaviours

Improved life 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