

Job Description

Service:	Performance and Transformation
Job title:	Business Performance & Insight Team Leader
Grade:	G
Hours of work:	37
Responsible to:	Performance and Transformation Manager
Responsible for	
Direct reports:	<p>2/3</p> <p>Performance Co-Ordinator</p> <p>Insight Co-ordinator</p> <p>Data Co-Ordinator</p> <p>With scope for further additions to the team resource to aid delivery subject to business case.</p>
Indirect reports:	n/a
Budget:	n/a

Purpose of Post:

To provide leadership to a small but growing resource within the Council to deliver a continuously improving approach to unified performance management and reporting. The scope includes the Corporate Plan, agreed Service Performance Indicators, Corporate actions and major projects (internal and external to the Council). Performance management will include any future benchmarking or comparative data required by Government (Oflog), establishing benchmarking and unit cost framework across services with significant customer contact/budget.

Developing and providing adaptable and dynamic support to services and major projects through insight, data and performance information to ensure that the Council continues to develop its Data Maturity and takes decisions/actions driven or supported by data. This will develop a culture of data understanding across the organisation and make a positive contribution to continuous improvement, productivity and transformation goals of the Council. The post holder will also work with a range of internal and external partners and organisations as required, using data and insight to influence their own services and activities within Huntingdonshire.

Provide expert technical advice relating to data, insight and analysis to aid in the shaping and development of policy and strategy, and to inform decision making at various levels. The postholder will be adept at various techniques to demonstrate and interpret data and outputs; show links to outcomes; and be able to inform various stakeholders using a variety of means including working collaboratively to share and analyse data as required.

Working closely with the Project Management Office on project delivery and across the organisation to help reshape and improve future services to meet the needs of our district, ensuring they are supported with a set of contextual measures that encourage planning for the future.

Key deliverables:

Performance - Unified performance management framework:

Managing the council wide performance management framework, reporting against the Corporate Plan, indicators, targets, actions and projects including:

- Performance Reports (monthly), Performance Dashboards (monthly) and the Integrated Performance Reports (quarterly)
- A proportional benchmarking framework incorporating requirements of Oflog, external benchmarking and unit costs.
- An effective performance management function supporting progress along the Data Maturity Model with an annual action plan.
- Working with external partners to unify performance data and comparison where possible.

Insight - To ensure the use of data and visualisation to support services with the right projects and programmes.

- Assurance of the use of data and insight to inform decision-making and priority development
- Support services with strategy and policy development through provision of contextual and service insight to ensure an evidenced based approach.
- Undertaking research, data analysis and presenting conclusions to support evidence-based decision making (ad hoc throughout the year and usually at direction of Senior Management Team).
- Working with external partners to unify performance data and comparison where possible.

Centre of Excellence - To lead a key support service able to provide performance, data and insight skills that enable services with project identification and delivery of continuous improvement and productivity.


- A centre of learning and skills to support managers with performance, benchmarking, unit cost development and evidence-based decision making. Advising Services on performance management and performance improvement.
- Identifying national high performance to provide an evidenced based framework to enable service managers to adopt of best practice and innovate.
- Working with external partners to unify performance and insight where possible and help influence and enable partner work through provision of insight from a Huntingdonshire perspective.
- Technical input on major projects and programmes to ensure appropriate outcome measures are in place and measured.
- Forming effective working relationships with members and officers across the Council.

Knowledge and Qualifications

- Degree in related discipline or equivalent level of knowledge gained through significant demonstrable experience in a directly related area of work such as data insights, science, analytics, data visualisation (E)

<p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p>	<ul style="list-style-type: none"> • Understanding of data analysis, modelling and management including public sector information security (E) • Good knowledge of organisational data maturity and its application within and across an organisation (E) • Knowledge of data legislation (E) • Good knowledge and experience developing data maturity or a performance management culture within an organisation (D) • Management qualification and / or management experience (D) • Master's degree in management, Data Science, Statistics or equivalent (D) • Relevant professional qualification/training (D) • Project management qualification (D)
<p>Experience Experience the person would need to do the job</p>	<ul style="list-style-type: none"> • Demonstrable experience of working effectively in a senior insight, analyst or research role (E) • Proven track record of working with a wide range of social and economic data sources both national and local, with a understanding of how each set of data is produced and issues relating to the production of that data that may affect its validity and use (E) • Experience of utilising statistical and analytical techniques (E) • Supporting corporate prioritisation and decision making with data and insight (E) • Corporate performance monitoring and reporting (E) • Experience of building and maintaining effective working relationships with a wide range of internal and external colleagues and stakeholders (E) • Experience of working with colleagues to develop and implement high level corporate strategies and plans, challenging, influencing and advising on development and delivery as necessary (E) • Experience of working in a fast-paced environment, overseeing many projects simultaneously ensuring strategic objectives and deadlines are met (E) • Providing advice and guidance for others following analysis of data and development of insight (D) • Experience of developing data maturity within an organisation (D) • Politically astute with demonstrable experience of working within a fast-paced political environment, including working with Elected Members (D) • Managing a corporate team in a data, insight or performance function(D) • Experience of forming and leading a team, setting objectives and managing performance (D) • Project management (D)

<p>Skills and Abilities</p> <p>Specific skills the applicant would need to do the job</p>	<ul style="list-style-type: none"> • Excellent use of Microsoft Word, Outlook, Excel (advanced) and PowerPoint • Capable of statistical and database analysis and reporting in Structured Query Language (SQL) and Visual Basic for Applications (VBA) • Strong analytical skills to understand business processes and workflows, problem solving and root cause identification. Able to organise, analyse and interpret data. • Excellent planning and organisation, able to work on own initiative and organise a team's workload against deadlines. • Good communication skills written and verbal: writing reports, policies and strategies, able to present and articulate messages to a variety of audiences • Establishing and maintaining strong relationships utilising influence, persuasion to achieve outcomes and move toward a common vision or goal • Flexible and adaptable, working confidently and effectively at all levels in an organisation, able to challenge constructively • A team player and able to work effectively across services and organisations with a focus on outcomes • Exercise political judgement
<p>Decision Making and Impact on Others</p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<ul style="list-style-type: none"> • Able to make insightful recommendations based on rounded assessment of data and performance information. • Empowering, enabling, motivating, and developing others to adopt an evidenced based culture, supporting innovation and underpinning best practice. • Generates new ideas and creative solutions based on data and insight for evaluation. • Incorporates a range of views when making decisions. • Influence extends outside organisational boundaries, to support the delivery of better outcomes for the people and place of Huntingdonshire
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<p>Develops and maintains productive relationships with internal and external customers.</p> <p>A skilled stakeholder manager with first class interpersonal skills, able to inspire confidence and trust at all levels. The gravitas to make an impact at the highest levels.</p> <p>Internal customer contact 70%</p> <p>External customer contact 30%</p>
<p>Personal Attributes and Other Requirements</p>	<p>An effective communicator and influencing skills, able to inspire confidence and trust at all levels.</p>

<p>In this section please list any other qualities you are looking for from the applicant</p>	<p>A strategic operator able to use evidence and personal drive to encourage and support transformational change.</p> <p>A corporate player acting with integrity, professionalism and drive in the best interests of the organisation and in accordance with the agreed strategic direction.</p>
<p>HDC values</p> 	<p>The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people’s differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council/3C ICT is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted ‘best practice’
- Shows a personal commitment to safeguarding children