

## Role Profile

<b>Job Title:</b>	<b>Performance Analyst</b>
<b>Location:</b>	<b>Colindale</b>
<b>Department:</b>	<b>Data, Systems &amp; Performance</b>
<b>Directorate:</b>	<b>Families &amp; Children</b>
<b>Grade:</b>	<b>I</b>
<b>Type of Working:</b>	<b>Hybrid</b>
<b>Reports to:</b>	<b>Senior Performance Analyst</b>

### 1. Job Purpose:

- To work and provide high quality, timely, accurate management information and analysis to the Family Services, including accurate delivery of activity information in relation to Children's Social Care.
- To play a key role in meeting the Family Services information, insight and analysis needs, providing expert statistical analysis of data and information relating to Children's Social Care.
- To be a key advisor to the Service Managers and the SMT Leadership Team on issues relating to activity information.
- To proactively identify complex performance issues, analyse complex data from multiple sources to identify the root causes, and recommend potential solutions.
- To support key initiatives and projects within Family Services by providing robust and creative research and analysis to facilitate project scoping, business case development, ongoing monitoring and improvement, and evaluation and learning.
- To work with colleagues from across the Council to contribute to the development of similar initiatives and projects outside Family Services.
- To be an expert user of Family Services business systems and reporting software, maintaining a high level of technical knowledge.
- To lead on the provision of certain statutory returns and contribute to the provision of others.
- To represent Family Services in relation to performance, information and insight at networks across and outside the Council.

## 2. Key accountabilities:

### Information, insight and analysis

- Develop regular and ad hoc analysis to inform senior management, the wider Family Services leadership team, other departments of the Council, and relevant partnerships, using complex and varied data from various national, regional and local sources, management information from within Family Services and elsewhere in the Council.
- Develop information and analysis and produce regular reports for reporting cycles, including regular Delivery Unit reports, Deep dives and Assurance reports, alongside corporate performance reporting.
- Support the delivery of the Council's statutory returns and lead on specific elements of the returns.
- Develop trend analysis using complex datasets and expert statistical techniques to inform commissioning and service planning, proactively identifying opportunities for challenge and improvement.
- Develop and deliver a programme of management information research, analysis and briefings, focused on identifying and addressing cross-cutting patterns and trends.
- Research, obtain and utilise externally generated data that enhances the Council's understanding of its customers and how well it serves them.
- Provide regular and informed benchmarking and analysis in relation to national statistics and the national Children's Social Care datasets and indicators.
- Communicate data analysis and research findings using a variety of methods tailored to the needs of the audience, including written reports, briefings, verbal updates at meetings and more formal presentations.

### Technical skills and knowledge

- Maintain an in-depth knowledge of social care data and how it represents and relates to practice.
- Maintain an in-depth knowledge of social care practice, current policy and legislation, and any upcoming changes, how this is represented within data and information capture and the impact of any potential changes.
- Maintain in-depth knowledge of business systems and a high level of technical skill in the use of reporting software.
- Maintain a high level of technical knowledge in relation to national statistics and data sources and monitor any planned changes to these.
- Maintain a high level of technical knowledge in relation to information governance and data protection.
- Develop and maintain an in-depth knowledge of the Council's policy and strategy context to

inform data research and analysis.

- **Partnership working and networking**

- Build strong and effective working relationships within Family Services and across the Council and partner organisations, including but not limited to, public health and the NHS.
- Work closely with other data, research and performance officers across the Council to maximise the use and application of available information analysis.
- Be a key member of Council networks and represent the Council on external networks and stakeholder groups where required, in relation to performance and information.
- Communicate with staff and stakeholders inside and outside the Family Services in relation to key issues identified through research and data analysis.
- Respond to requests for data and research findings, both internally and externally, and ensure Barnet is linked into key industry-wide research projects and initiatives.
- Contribute to local partnership objectives, particularly the mapping of social, demographic and health improvement data, by extracting, analysing, collating, cleaning, verifying and manipulating large, diverse and complex datasets.
- Provide expert advice on Children's Social Care data and information to external stakeholders where required.
- Deputise where required for the Senior Performance Analyst.
- Advise on and develop appropriate and robust policies and procedures for sharing data and information within and between organisations.

## **Leadership and management**

- Provide and prompt the use of information and insight across the department for the purposes of service improvement, transformation and learning.
- Provide project teams where appropriate to the area of work and the level of the post and support other staff within a matrix management structure to deliver on service objectives.

## **Staff responsibilities**

- No formal line management responsibilities, though may be required to lead project teams, manage temporary staff as and when need arises, at a level appropriate to the grade of the post and the area of work, and support other staff where necessary.
- To undertake appropriate training.
- To be involved in initial staff induction on case management systems if required and in relation to the scope of the role.

## **3. Financial Responsibilities: N/A**

**4. Health and Safety Responsibilities:**

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

**5. Promotion of Corporate Values**

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

**6. Flexibility**

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

**7. The Council's Commitment to Equality**

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

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<b>Criteria</b>	<b>Essential/Desirable</b>	<b>Assessed by:</b>
<b>Professional Membership/Qualification</b>		
Graduate, highly numerate with a background in data analysis and producing insight/intelligence reports, preferably within a Children's Social Care and/or Early Help environment or equivalent experience	Essential	Application/Interview
<b>Experience &amp; Knowledge</b>		
High level of knowledge of children's social care practice and current policy and legislation	Essential/Desirable	Application/Interview
High level of knowledge of statistical tools and techniques for data and finance analysis	Essential/Desirable	Application/Interview
High level of technical knowledge in relation to national statistics and data sources	Essential/Desirable	Application/Interview
High level of technical knowledge in relation to information governance and data protection	Essential/Desirable	Application/Interview
Knowledge of the local government policy context and experience of working in a public sector environment (preferably health or social care)	Essential/Desirable	Application/Interview
Maintain an in-depth knowledge of social care data and how it represents and relates to practice.	Essential/Desirable	Application/Interview
Detailed knowledge of Family Services case management systems and social care recording practices.	Essential	Application/Interview
Good knowledge of other Microsoft products including Word, PowerPoint and Outlook.	Essential/Desirable	Application/Interview

Skill & Ability		
Ability to work with numbers with an analytical mind which is able to process information logically and make connections with the business environment (Children's social care and health).	Essential/Desirable	Application/Interview
High level of technical expertise in the use of Microsoft Excel	Essential	Application/Interview
High level of technical skill in the use of Family Services reporting software essential. Knowledge of Business Objects and Power BI software.	Essential	Application/Interview
Ability to run and operate database systems e.g. Microsoft Access.	Desirable	Application/Interview
Ability to use other IT systems efficiently and accurately with the ability to learn new software applications quickly to obtain and manipulate data	Essential/Desirable	Application/Interview
High level of understanding and experience of using the internet as a research tool	Essential/Desirable	Application/Interview
Ability to use technology that supports modern/mobile working.	Essential/Desirable	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential/Desirable	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential/Desirable	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential/Desirable	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential/Desirable	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential/Desirable	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential/Desirable	Application/Interview
Inclusive		

Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential/Desirable	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential/Desirable	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential/Desirable	Application/Interview
<b>Collaborative</b>		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential/Desirable	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential/Desirable	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential/Desirable	Application/Interview