



Role Profile

Job Title: Information and Performance Review Officer	Role Profile Number: ENN61
Grade: N	Date Prepared: August 2022
Directorate/Group: Children and Families	Reporting to: Youth Justice Service Head of Service
Structure Chart attached:	No

Job Purpose

- To support improvements in performance and efficiency using data from the Youth Justice Service case management system to identify areas for improvement.
- Understand the profile and needs of our client group and developing detailed reports and analysis to deliver on the Youth Justice Service Boards and the wider Councils priorities.
- Promoting and supporting effective partnership working through data collaboration; providing support to managers on a broad range of data and performance issues.
- To lead on specific information projects, the development of relevant datasets and the production of statistical returns to appropriately reflect the needs of current Youth Justice Service priorities.
- To provide data returns and provide performance reports for the Youth Justice Service Management Board.

Key Accountabilities

- To work with the Service Manager and Team Managers to develop service planning and performance management. Analyse, interpret, report and present performance information.
- To provide research and analytical support, information and data gathering and the use of complex qualitative and quantitative data.
- Contribute to the design, development and maintenance of performance management methodologies and systems. Promote understanding and use across the Council and its partners.
- Promote the use of information to inform service improvement.
- Provide analysis and reports for the Youth Justice Board, Director of Children's Services, Service managers and partners on a range of local and national government issues ensuring succinct and relevant reports in appropriate formats, presentations, etc.
- Represent the local authority at local, regional and national meetings by the production of performance reports and through minute taking.

- To ensure all statutory returns and submissions are completed, audited and returned within timescales.
- To complete regular data audits to ensure consistency and accuracy of performance information held and ensure compliance with local and national standards.
- To liaise with internal departments and external partners to identify and exchange relevant data sources in line with produced data sharing protocols.
- To develop performance management systems to utilise data to support strategic decision making and multi-agency working practice.
- Ensure that agreed targets are met, reports are prepared and delivered, data is managed effectively and corrective action is taken when necessary.
- Produce accurate performance management data which can be used to directly influence service development.
- The production of robust and accurate national & local data returns as required.
- To support improvements in performance and efficiency using research and knowledge management to identifying areas for improvement.
- Promoting and supporting effective partnership working through data collaboration; providing support to managers on a broad range of data and performance issues.
- To lead on specific information projects, the development of relevant datasets and the production of statistical returns to appropriately reflect the needs of current Youth Justice Service priorities.
- Significant advanced level experience in Excel (or similar) substantial knowledge of using reporting and analytical software and a good working knowledge of word processing software.
- Proven expertise and ability in analytical and research skills, including the manipulation of large amounts of statistical data from complex databases.

Supplementary Accountabilities

- To respond to requests for information/statistics relevant to the accountability of the Youth Justice Service to its funding agencies.
- To operate within the context of Health, Social Care, Youth Justice, Professional Regulatory and any other relevant legislation.
- Maintain and develop skills through training and supervision.
- To remain up to date with practice developments, research findings and knowledge of youth justice and relevant childcare case management systems.
- To undertake other relevant duties as required by your line manager or undertake any other tasks required which help with the development of the service.
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- To ensure that a high level of confidentiality is maintained in all aspects of work.
- To deliver the council's commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the work place and in the services the council delivers.

Knowledge & Experience

- Experience of working in a team in an office environment.
- Experience within an organisation, delivering similar services and data returns.
- You will demonstrate extensive knowledge and experience of contributing to developing processes, procedures and/or projects and extensive knowledge of system reports and data returns.
- You will have well-developed interpersonal skills with the ability to share technical data to local staff and external agencies.
- You will have good literacy and report writing skills.
- You will be able to understand and interpret complex data and provide solutions and recommendations to achieve appropriate outcomes.
- You will have good analytical, numeracy and reasoning skills.
- You will be able to work flexibly, cope with competing demands through good time management and work under pressure.
- Experience of producing insightful analysis to support performance improvement, decision making and resource allocation.
- Excellent organisational skills with a strong attention to detail in order to provide accurate information.

Qualifications

- You will have a relevant professional or equivalent educational qualification at A Level A-C grade or you will have extensive relevant previous work experience.

Decision Making

- Capacity not only to complete screenings and run performance reports but to then analyse the information, evaluate results and present the information in a coherent manner to in house staff and partner agencies.
- Prioritise tasks to achieve effective time management.
- Work in a pro-active manner.

Creativity and Innovation

- Ability to work independently and to prioritise effectively.
- Proven ability to work in a rapidly changing environment and respond positively to change.
- Experience of working in a multi-racial community and/or knowledge of race equality issues and an understanding of, and commitment to, equalities & diversities and a proven ability to translate equality principles into service delivery.

Contacts and Relationships

- A strong ability to effectively communicate in writing and orally clinically sensitive information to a range of professionals.
- A good capacity to develop constructive and cooperative working relationships with in house professionals and external agencies.

- Proven ability to communicate effectively with colleagues & staff, partner agencies and external organisations through written reports, at meetings, presentations and on a one-to-one basis.

Other Key Features of the role

- 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 and which is on occasion outside of normal working hours and/or at locations that differ from the primary place of work. Such duties, however, will fall within the scope of the post, at the appropriate grade.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	