Role Profile

Job Title: Data and Performance Manager	**Role Profile Number:** SBC_11983
Role Profile Level: 9 **Salary:**	**Date Prepared**: October 2023
Directorate/Group: Inclusion and Achievement - Adult Community Learning	**Reporting to:** Adult Community Learning Manager
Structure Chart attached:	Yes

Job Purpose

Provide specialist and technical expertise to maintain various systems and processes to ensure compliance with funder and Council requirements, legislation, statutory duties. To facilitate the delivery of an effective Adult Community Learning (ACL) service that is continually improving.

Responsible for the management of all aspects of data relating to ACL provision including managing, maintaining, monitoring and analysing accurate data and performance and using this information to report to funders, managers and senior leaders providing technical and specialist advice as appropriate.

Responsible for monitoring, forecasting and reporting on income and expenditure providing information and advice to inform management decisions.

Manage contracting processes including due diligence, performance monitoring and reporting and payments to subcontracted partners.

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Key Accountabilities

- Keep up to date with, interpret and make recommendations to managers on relevant funding rules, contract requirements, procedures and other policies affecting the delivery of service, ensuring any changes are enforced.

- Provide specialist and technical expertise to ensure compliance with funder and Council requirements, legislation, statutory duties.

- Manage and develop a comprehensive MIS for the ACL service; working with the MIS service provider to ensure the system meets the Council's requirements for monitoring performance and provides the data required by our funders.

- Provide information, advice and training to ensure that direct delivery tutors and subcontracted providers submit data that is accurate, complete, timely and compliant with all funding rules.

- Ensure that the Council's subcontracted providers supply reliable and robust, delivery, monitoring and management information on time and to contract specification, updating and maintaining information to the MIS system as required.

- Manage the preparation and submission of funding and payment reports to funders; ensuring accurate, complete and timely data that is compliant with funding rules and deadlines set

- Provide specialist information and advice to colleagues and sub-contractors on funding and data issues including making decisions and providing information and advice about the eligibility of learners based on the funding rules.

- Input, manage and maintain computerised records of learners and courses: enrolment, achievement, progression, outcomes and impact while complying with all contractual obligations set by funders.

- Respond to and resolve a range of enquiries and problems, using specialised knowledge to select the appropriate method or solution and, where appropriate, undertake analysis of issues that are raised in order to support the general improvement of the service.

- Utilise information and data to analyse and report monthly on KPIs and performance, highlighting variations, emerging themes and key risks and issues.

- Provide regular reports on progress towards subcontracted provider performance against contract targets, flagging variations and performing initial checks on reasons for achievement or under achievement.

- Produce 'compliance reports' for providers and work with them to manage the risk of non-compliance, taking corrective action as required with providers.

- Provide timely and accurate reporting to support the self-assessment process, strategic planning and Ofsted inspections as well as bespoke reports for elected members and partners as required.

- Develop reports to assist in forward planning and target setting for the service and to support senior managers in accessing relevant information.

- Manage the ACL Specialist Business Support Officer post holder including monitoring and feeding back on their performance and providing guidance and advice to support their development.

- Plan and manage the workload for data input staff within the central administration team, ensuring the team are fully trained in use of the MIS enrolment system, keeping staff up to date on changes to processes and regulations and delivering training and support when necessary.

- Manage collection and production of course details on the ACL website and the Department for Education Provider Portal.

- Maintain and monitor the ACL budget and regularly report on actual and expected income and expenditure providing information and advice to inform management decisions to ensure full expenditure (with no over expenditure) of annual budget.

- Proactively support efforts and initiatives aimed at streamlining workflow throughout the ACL service

- Manage contracting processes including due diligence, contract preparation, contract monitoring and reporting to providers and managers

- Prepare and process payments to subcontracted partners providing recommendations on any variations to contract that may be required.

- Act as principal subject matter expert for all ACL data governance activities including compliance with Council, funder and legislative requirements.

Supplementary Accountabilities
- Contribute to quality improvement processes and assist in developing, implementing and recording evidence of improvement within the team and also with our subcontracted providers.
- Contribute to the strategic development of the service.
- Assist in the Commissioning Cycle, contributing to the ITT, answering queries from potential bidders, disseminating documents and taking part in the judging and selection process.
- Manage the future procurement of MIS systems and the contract management of selected provider.

Knowledge & Experience
Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Excellent computer skills including full use of Microsoft Office products
- Expert knowledge of, and able to interpret, Department for Education contracts and funding rules
- Knowledge and experience of Adult Learning data collection and reporting and how data can be used to improve provision and inform planning of services
- Significant knowledge of managing databases, data collection, storage and analysis

- Experience of analysing, synthesizing and reporting information for a range of purposes and audiences
- Knowledge and experience of budget management including making the best use of resources to meet service requirements
- Effective problem solving and decision-making skills
- Highly developed knowledge of both data protection and freedom of information legislation
- Understanding and experience of Ofsted inspections
- Experience of identifying and implementing service improvement
- Excellent communication skills including experience of helping others understand reasons for processes and policy
- Ability to organise work and/or projects over weeks and months including planning ahead for others

Qualifications
- Maths and English at Level 2 and above

Decision Making
- Interpret contracts, funding rules, regulation and policy and provide advice and guidance to ensure compliance
- Make decisions and provide recommendations to service lead and other forums for agreement
- Make decisions regarding payment levels to commissioned Providers
- Make decisions regarding KPI monitoring based on knowledge of funding rules, Ofsted criteria and contract expectations and advise where corrective action is required
- Make decisions regarding data, data quality, funding claims and performance rates for reporting to funders
- Makes decisions regarding MIS development and evidence collection
- Responsible for planning and scheduling own work load and that of others

Creativity and Innovation
- Ability to create solutions to ensure data / evidence is collected in response to constant changes to funding and Ofsted criteria
- Ability to analyse and illustrate data in a range of ways to meet the needs of the purpose and audience
- Support with the development of systems, procedures and software applications in line with changing business needs
- Research best practice and identify creative solutions to support the continual improvement of the service

Job Scope	Budget Holder	No
Number and types of jobs managed • ACL Specialist Business Support Officer **Typical tasks supervised/allocated to others** • Data processing • Finance processing • Purchasing • In-box management • Customer service • Tutor support • Reporting • Marketing	**Responsibility** **Asset Responsibility**:	Monitoring and reporting expenditure against budget and contributing to decision making. Management Information System

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

• General public –information regarding courses and learner eligibility
• Funding agencies – reporting and funding, data queries
• Stake holders – information and advice regarding course delivery and funding and Community Learning Partnership
• Commissioned providers – first point of contact regarding course delivery, contract and funding rule queries, contract payments
• Internal contacts – tutors, finance, referring teams
• Members – advice regarding courses available and information regarding Adult Learning

Build and maintain working relationships with tutors, partners, other authorities, funding providers and managers in order to ensure that the services delivered are appropriate. Provide detailed advice to both internal and external partners, as well as learners.

Other Key Features of the role
(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

The very vast majority of this role is computer based in a hybrid working environment with a mix of both home and office working.