

Job Title: Performance Analyst (Adults)	Role Profile Number: ENN40
Grade: M Salary:	Date Prepared: 06/11/2020
Directorate/Group: Adults	Reporting to: Team Manager Adult Safeguarding
Structure Chart attached:	No

Job Purpose

This post sits within the Adult Safeguarding Team in the Adults Directorate and provides statistical analysis to inform performance monitoring, service delivery and improvements in the Adult Safeguarding team.

The post holder will liaise with other departments, teams and agencies who work in partnership to protect adults at risk. You will help provide a high quality, professional service to improve outcomes for adults and their families. To develop and improve integrated data reporting to inform appropriate safeguarding intervention and monitoring, and improve the quality of data recording through ongoing communication and building strong working relationships with key stakeholders.

Key Accountabilities

- Assist in the production, development and management of adults' performance information and any ad hoc requirements or requests
- Provide data intelligence and assistance to staff and managers in the interpretation of data.
- To process, validate and complete complex data reporting
- To maintain an up-to-date knowledge of available digital tools that can be used to support operational management in Adult Safeguarding and effectively communicate with relevant organisations
- Interpretation of statutory guidance and communication of changes to data collections within organisation to ensure changes in data capture are implemented and reported correctly
- To undertake analysis of data with intelligent interpretation to assist operational managers in the development of their services
- To investigate trends arising from the data and provide a positive challenge to operational managers in terms of questions arising from the data
- Undertake comprehensive and complex cross referencing of data sources to test out hypothesis linked to Safeguarding performance
- To manage the development and provision of statistical and research information to enable Adults Services to deliver on its Improvement Plans and allocate resources effectively.
- To be responsible for the maintenance and improvement of data recording systems (Eclipse).

- To analyse data to assist operational teams to identify performance issues and monitor the effect of corrective actions.
- To design and further develop datasets to support Safeguarding adults performance
- Deliver presentation of data to all levels of the organisation

Knowledge & Experience

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

Essential:

- Extensive knowledge of using Microsoft Excel at an advanced level.
- Knowledge of assistive technologies within the context of adult social care
- Knowledge and relevant experience of data analytical processes and business intelligence
- Experience of analysing situations and developing creative solutions
- Excellent verbal, written communication skills, and attention to detail
- Demonstrable experience of managing deadlines and sometimes conflicting demands on time and confident to be able to influence and support others in meeting requirements
- Confident in being able to work on own initiative

Desirable:

- Experience of project management

Qualifications

- Educated to A level standard (or equivalent) with good grades in Maths or Science, or demonstrable experience in statistical interpretation.

Decision Making

- Effective decision making as a Performance Analyst requires good analytical skills, attention to detail, the ability to work under pressure and the capability to work to deadlines.
- Deciding, in conjunction with managers, what areas to focus time and effort.

Creativity and Innovation

- The post does require a creative and innovative approach in the use of specialist software and Microsoft Office applications to effectively complete required tasks. Exploration of the functionality of tools like Excel will assist in the development and provision of statistical and research information.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> Line management of three minute takers <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> Spreadsheet data entry Main tasks are allocated by Adult Safeguarding Team manager 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>For own work</p> <p>N/A</p>
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Contacts and Relationships

- The post requires good interpersonal, communication and negotiation skills to meet the demands for accurate management information from a wide variety of customers and professionals. Building strong working relationships is at the core of this role as is the ability to articulate complex data issues to professionals in plain English.
- Contact within the authority will be with all levels of the organization including senior service managers and directors as required.
- External contact will be with NHS organisations, Adults departments and teams.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

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).

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