

Post No. :	POST00000332 JET914 v2
Post Title:	Head of Performance and Business Intelligence
Directorate:	Chief Executive's
Division:	Commissioning, Performance and Corporate Delivery
Section:	Performance , Systems and Intelligence
Reports To:	Head of Commissioning and Corporate Delivery
Location:	No. 1 Bickerstaffe Square
DBS Status:	None
Grade:	Grade H7

Role Purpose

The role will be responsible for leading the Council's approach to Performance and Data Management. The post holder will ensure performance management systems and processes are in place across key areas and lead on developing and implementing Policies and Procedures to link data and performance information to influence effective decision making. The post holder will work with senior managers, elected Members and partner organisations to ensure there is a systematic approach to understanding and improving performance that supports the Council to achieve its stated outcomes.

The role will require a mixed skill base of both strategic and operational functions with leadership responsibility for performance across the Council, reporting to Blackpool Council Scrutiny Committees and Executive, and direct management of teams who support the performance agenda. The post holder will provide expert opinion and challenge to senior colleagues and partner agencies including schools, wholly owned companies and other public sector organisations.

There will be a particular focus on the management of performance across Children's Services (Education and Social Care), Adult Social Care (including links to Health, Housing and Public Health). The post holder will have a dotted line of reporting in to both the Director of Adult Social Care and Director of Children's Services and will support their insight in to demand, quality of service and resource needs.

To work in partnership with internal and external stakeholders at all levels and provide expert advice, guidance and information on a range of safeguarding matters aimed at advancing practice and service.

Plan, manage and monitor service budget and work plan priorities, managing the needs of different senior leaders.

To promote Blackpool by providing expert advice at relevant national and regional boards.

Contribute to strategic planning and development of Council Services.

Main Duties and Responsibilities

Core responsibilities/ Goals

This post is an expert in their field and leader of change, direct management responsibility will be minimal, but will have significant influence and responsibility.

Short Term

- Undertake an assessment of the systems (software and hardware) and processes across the Council for collecting, holding and analysing data and intelligence and explore whether they are fit for purpose, whether they are able to support managers, leaders and elected members to understand performance in context, benchmark performance over time and against other organisations with similar assets and challenges and make evidence based decisions on the allocation of resource as a result.

- Ensure key areas of development across the Council and its wholly owned companies are well supported with data sources and sound, timely intelligence which are able to demonstrate the achievement (or not) of key milestones/ outcomes to allow Members and leaders to make prompt decisions on whether funded projects should stop/start/continue (key areas include Children's, Schools, Adult Social Care, Public Health, Housing, Growth and Prosperity and Visitor Economy)
- Work with Health Determinates Research Collaboration (HDRC) in Blackpool to support their research and evaluation teams and explore how this, and other evaluation work can support effective outcome and performance frameworks for key projects that support short term value for money analysis alongside longer term research goals.
- Develop the analysis function across the Council (and wholly owned companies) bringing together resource and expertise and considering whether there is a requirement for software investment to support the management, analysis and use of data across systems, making clear recommendations based on findings.

Medium Term

- Creating and exploring opportunities to develop the use of "big data" in Blackpool, building relationships and cross organisational working with key partners including Health (NHS Trust and ICB), Police and other public sector organisations to bring information together to develop a more rich picture of Blackpool now and make future predictions. Develop the information sharing protocols necessary to work across organisations effectively and consider any opportunity to share resource and develop joint services to manage, analyse and respond to data trends.
- Use analysis of key data and performance indicators to highlight areas to drive service and whole system change and reform - including the development of cross organisational data that helps direct attention and resource across agencies in Blackpool to meet the challenge of, for example, poor health outcomes, attainment, housing standards and community cohesion.
- Support insight in to the performance opportunities and challenges offered by Local Government Reorganisation.

Long Term

- Ensuring that intelligent data analysis is embedded across the Council and partner organisations and is used to drive innovation in key areas for improvement, maintain quality interventions that evidence outcomes and reduce waste.

Qualifications	Essential or Desirable ▶	E/D
A degree or equivalent professional qualification		E
Management qualification (e.g. ILM) Level 5		E
Project Management qualification		E
Post graduate training in a relevant field		D

Knowledge, Skills and Experience	Essential or Desirable ▶	E/D
Knowledge		
• Significant knowledge of relevant legislation and policy including, but not limited to Children's Social Care, Education, Adult Social Care and Data Protection.		E
• Significant knowledge of the core data requirements to support decision making in Children's Social Care, Education and Adult Social Care.		E
• Significant effective leadership and management at a senior level of a diverse workforce to support excellence in service delivery.		E
• Possess and demonstrate significant knowledge of Local Government and working within a changing national, regional and local framework.		E
• Significant knowledge of the relevant OFSTED and CQC inspection framework, future proposals and current national and local performance standards.		E
		E

<ul style="list-style-type: none"> Significant knowledge and a good understanding of the major issues facing local government and the public sector and their potential implications. 	
Skills	
<ul style="list-style-type: none"> Proven success in establishing a outcome focussed performance orientated culture that delivers good value for money 	E
<ul style="list-style-type: none"> Be highly motivated individual who can demonstrate their commitment to supporting organisations to achieve their stated aims. 	E
<ul style="list-style-type: none"> Proven leadership skills and experience of leading services through change or leading on the implementation of projects and plans. 	E
<ul style="list-style-type: none"> Well-developed analytical skills and an ability to think critically. 	E
<ul style="list-style-type: none"> Have a proven ability to efficiently and effectively plan and manage budgets and deploy resources to meet service priorities and changing demand. 	E
<ul style="list-style-type: none"> Possess positive organisational and planning skills that enable you to recognise and respond appropriately to risks, issues and dependencies. 	E
<ul style="list-style-type: none"> Possess organisational awareness and an understanding of the political agenda and can use this knowledge and communication skills to manage sensitive discussions, negotiations and complaints with service users, other professionals, agencies, elected members and MP's. 	E
<ul style="list-style-type: none"> Possess excellent interpersonal and networking skills and have a proven ability to sustain successful internal and external stakeholder relationships that maybe complex. 	E
<ul style="list-style-type: none"> Demonstrate a level of resilience that equips you to manage and lead effectively in a complex, high demand and challenging environment. 	E
<ul style="list-style-type: none"> Demonstrate yourself to be self-motivated, solution focussed, reflective and to have a proven ability to influence others and constructively challenge the practice, views and perceptions of others. 	E
<ul style="list-style-type: none"> A proven ability to deliver professional presentations and briefings to differing audiences. 	E
<ul style="list-style-type: none"> Be a competent user of IT systems and software programmes. 	E
Experience	
<ul style="list-style-type: none"> Substantial experience of working at a senior level in local government or similar organisation, with exposure to elected representatives and senior leaders in other organisations. 	E
<ul style="list-style-type: none"> Significant experience of managing multiple workstreams as part of a programme of change. 	E
<ul style="list-style-type: none"> Proven track record of management experience in local authority children services or other relevant partnership setting. 	E
<ul style="list-style-type: none"> Managing at a strategic and operational level. 	E
<ul style="list-style-type: none"> Working in multiagency partnerships with demonstrable positive outcomes. 	E
<ul style="list-style-type: none"> Proven ability to lead through and managing change. 	E
<ul style="list-style-type: none"> Proven ability to manage complex funding systems. 	E
<ul style="list-style-type: none"> Proven ability to manage and make informed decisions on the most complex cases and situations whilst working under organisational pressure. 	E
<ul style="list-style-type: none"> Management of practice improvement and implementing systems to ensure performance is measured. 	E

Initiative and Independence

Work within the Council's strategic aims and objectives.

Relationships/Nature of contacts

DASS, DCS and Chief Executive– One to one
 Head of Commissioning, Performance and Corporate Development – report and partnership working
 Senior and service managers
 Elected Members
 Head Teachers and Leaders in Multi Academy Trusts.
 Senior and operational leaders in partner agencies

All Service managers and leads across the council – support and develop professional working relationships to improve practice, process and service delivery
 Lead and Manage – Service reports and indirect reports
 Statutory and non-statutory Boards – report to – develop performance and data dashboards for, provide analysis.
 Northwest Strategic Leads – networking
 National Strategic Leads – networking

Responsibility for Resources (Financial, Physical, Capital, Information)

Financial Resources

Responsible for influencing spend across statutory services and reducing unnecessary spend.

Physical Resources

Laptop, phone,

Capital Resources

None

Information Resources

Data

Responsibility for People (including supervision/training of staff or clients)

Initially 2 direct reports, service responsibility will grow.

Mental and Emotional Demands

Mental Demands

Post holder will be required to manage conflicting priorities and meet short and long term deadlines. Will be required to engage in short and long term planning, to contribute expertise to projects which may be run to meet tight and pressured deadlines (i.e. supporting funding bids)

Emotional Demands

Will be exposed to social care records with distressing content – across children's and adults. Will be working through coproduction with experts by experience, people with lived experience of trauma.

Planning Requirements

Strategic planning for the development of a performance management culture across the Council and partner agencies- up to 5 years
 Contribution to the strategic planning with partner agencies, e.g. Joint Strategic Needs Assessments, Town Deal, Key Cities, Council Plan
 Peer Review, Self-Assessment, ongoing as required and dependent upon government initiatives and inspectorates.
 Joint needs assessment children and adult
 Children's improvement plan

Key Facts and Figures

Managing a service which is likely to grow in the first 12/18 months. Responsible for high value and highly sensitive data, and its ethical and legal deployment for research and evaluation purposes. Access to data gathered and owned by others. May have Caldicott guardian responsibility for the Council.

Working Conditions (This information is used to carry out any pre-employment medical questionnaires and to evaluate the Job Evaluation Working Conditions factor)

Manager Assessment of Working Conditions (percentage of time involved)

Manual Handling – Heavy Loads (over 25KG)	0%	Manual Handling – Light to Moderate (under 25KG)	0%	Vibrating plant/ tools/ equipment	0%
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Job Outline

Noise	0%	Repetitive work activity/ operations	0%	Prolonged standing/ walking	0%
Prolonged sitting in a constrained position	0%	Confined spaces	0%	Extremes of temperature (e.g. very hot / cold)	0%
Adverse weather conditions (e.g. frost, rain, etc.)	0%	Working at Height	0%	Driving HGV/ LGV/ PCV/ Minibus	0%
Fumes, dusts, gases, etc.	0%	Solvents, oils, paints, de- greasers, etc.	0%	Pesticides, herbicides, insecticides	0%
Detergent or other cleaning chemicals	0%	Biological hazards (e.g. vomit, urine, blood, sharps)	0%	Display screen equipment	70%
The job involves working with (percentage of time involved)					
Plant and/or machinery	0%	Vehicles (including driving)	0%	Electricity	0%
Welding	0%	Food Handling	0%	Animals	0%
Working alone	0%	Working with vulnerable people	0%	Working with people with special needs	0%
Working with members of the public	0%	Other (please state):			
Frequency of Risks that may apply whilst working in a people related environment					
Risk of Abuse	None	Risk of Aggression	None	Risk of Injury	None

Vision and Values

Blackpool Council's new Council Plan outlines what our vision and priorities will be during from 2024 to 2027.

This plan continues to develop Blackpool into a more rounded place, proud of its status as the holiday choice of millions, but with many more strings to our bow than the tourism economy. By building on our strengths and nurturing emerging specialities, we are starting to see the development of a diverse, resilient economy, with a variety of opportunities to suit workers of all skill levels, which both attracts staff and provides further opportunity for them to stay locally as their career develops.

This is the central purpose of our work. Supporting communities without providing opportunities for growth does them a disservice, and a diverse economy is crucial to strengthening our collective sense of place and worth. From large scale projects to small scale changes, intensive engagement to signposting options, this plan also aims to ensure that the council is aware enough of how it can make a tangible difference to people's lives, and is in a strong enough position to deliver it.

Our vision for Blackpool is that we will:

Retain our position as the UK's number one family resort, with a thriving economy that supports a happy and healthy community who are proud of this unique town.

Our Priorities

We have two priorities:

- Priority one - Communities: Creating stronger communities and increasing resilience.
- Priority two - The Economy: Maximising growth and opportunity across Blackpool.

Our Values

We aim to:

- Deliver **quality**
- Be **fair**
- Be **accountable**
- Be **compassionate**
- Be **trustworthy**

Equal Opportunities:

We do our utmost to ensure that there is no unjustified discrimination in the recruitment, retention, training and development of staff on the basis of their age, sexuality, religion or belief, race, gender or disabilities.