

Job Description

Post Title	Children's Social Care Performance Manager
Role Profile	Leadership BAND M
Service	Performance, Governance and Business, Childrens Services
Reports to	Head of Service
Responsible for	4+
Number of posts	1

My job improves the quality of life for the people of Bournemouth Christchurch and Poole and plays a key role in improving outcomes for children and young people. As a team leader, I am responsible for the technical delivery of my role and the corporate competencies, while promoting the corporate values through my day to day work.

Job Overview

- Strategic lead for the delivery of performance and management information across children's services and related other service units and external partners.
- Strategic lead for performance management for the BCP Safeguarding Children's Partnership.
- Contribute to the production and monitoring of strategic plans for children's services
- To provide the performance framework for children's social care and ensure that the Strategic Director, Members and senior managers have a clear view of the performance of every area of children's social care.
- To manage the production of timely, accurate and accessible performance management, management information and intelligence for all levels within the local authority children's services, wider LA and partnerships.

Key Responsibilities

- To produce performance frameworks for all areas of children's social care, including business cycles, reporting, score cards and high-level analysis.
- To lead and manage the performance framework for the BCP Safeguarding Children Partnership ensuring Boards can fulfil their statutory function (with accountability to Independent Board Chairs).
- To support the Strategic Director, Service Directors and Head of Performance Children's Services with production and monitoring of strategic plans, including multi-agency plans within partnerships.
- To have strategic responsibility for statutory and regulatory requirements for management information and performance data and analysis, including Ofsted inspections.
- To lead and be accountable for the quality and timeliness of submission of statutory returns.
- To manage and meet the data, management information and analysis requirements of multiple customers, including internal and external clients.
- To lead and manage specific data and management information programmes, including designing, specifying and creating systems and/or processes.

- To manage specific performance processes for the Strategic Director, Members and senior management e.g. Performance and Action Groups, Service Management Teams, providing strategic analysis and interpretation of complex data.
- To be a member of CSC and MIT senior management teams to advise and support senior managers in developing and setting performance and outcome targets and systems to monitor progress.
- To manage the process to collect, clean, check, analyse, update and disseminate statistical performance and contextual information on children's services.
- To be accountable for the security, integrity and quality of data and MI systems across children's services.
- To be the named contact and represent BCP at regional and/or national policy and technical meetings with suppliers and governmental organisations such as the DfE or Ofsted.
- To maintain policy and technical expertise and knowledge in relation to changes to national and regional policy, legislative change and technical advancements in order to change processes and provide advice to senior managers and partners where they are affected.
- To ensure robust database administration is in place for systems handling sensitive data.
- Ensure that all data are shared with partners in accordance with relevant legislation, e.g. GDPR, Freedom of Information and Human Rights Acts.
- To undertake such other duties as may be required from time to time commensurate with the level of the post.
- To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

Specific Qualifications and Experience

- Degree level with qualification relevant to statistics, analysis of data
- Management Qualification (at level 3 or above) or equivalent experience
- Knowledge of one or more programming languages for data analysis (such as T-SQL, Microsoft Access SQL, Python, R, etc.)
- Experience using Power Bi for insight reporting
- Experience of children's social care management information and performance frameworks
- Experience of designing and implementing a performance framework
- Preparing and presenting complex reports to senior managers and governance boards
- Database management including implementing data quality/data system improvement
- Experience of making statutory returns
- Experience of producing strategic plans

Personal Qualities & Attributes

- Able to lead a complex multi-agency project or programme to specified outcomes
- Able to produce clear and effective multi-agency strategic plans
- Ability to manage complex processes to fixed deadlines
- Able to manage teams and individuals to prioritise workloads and meet outcomes
- Able to lead, design and implement a performance framework
- Able to analyse and present complex management information swiftly and accurately (incl. to Director and Members)
- Able to manage a varied multi-agency client base to ensure client needs are met.
- Ability to design and interrogate an ICT based management information system
- Proven analytical and problem-solving ability
- Excellent interpersonal and communication skills
- Understanding of statutory and regulatory framework for children's social care and implications for management information requirements
- Understanding of the use of data analysis to drive improved performance at an operational and strategic level
- Can lead teams to maximise effectiveness
- Commitment to improving outcomes for children, young people and families.
- Commitment to service improvement through understanding of management information
- Offers positive leadership when under pressure to deliver

Job Requirements

- DBS check required
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
- The post holder may be required to work evenings, weekends and occasional public holidays, in order to meet the needs of all service users and stakeholders.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.