

**Northumberland County Council
JOB DESCRIPTION**

Note for applicants: when applying, please focus on those parts of the Person Specification that have an A next to them

Post Title: Performance & Development Officer	Director/Service/Sector Children’s Services Group		Office Use
Band: 5	Workplace: County Hall		JE ref: 1949 HRMS ref:
Responsible to: Senior Performance & Development Officer	Date: 06.05.11	Manager Lever:	
Job Purpose: To contribute to development of performance information across the Group and council as required. Below is an overview of the type of duties the post holder may be required to undertake.			
Resources Staff	Whilst not directly line managing staff, this post provides support and vital information for a range of senior colleagues including Heads of Service and senior managers, Head teachers, stakeholders, supplying them with data and information to help support decisions and self evaluation. The post is required to deputise for the Senior P&DO and in time take the lead on small and medium scale projects (e.g. development of reporting systems/data collections, web page development). The post holders need to be able to support the corporate values of the Council and to work effectively with a wide range of staff, many of them at a very senior level.		
Finance	Whilst not managing budgets, the post produces data analysis as part of an SLA package, contributes to the evaluation of value for money and produces management information that is used to set budgets.		
Physical	Responsibility for the collection and maintenance of records in large databases.		
Clients	Heads of Service and Head teachers, wide range of staff across the council. Ensure compliance with relevant legislation, council policies and procedures.		
Duties and key result areas:			

1. Contribute to the development of the council's and partnership's performance management framework, occasionally leading on small and medium scale projects under moderate supervision of line manager
2. Undertake data transfer and analysis using various IT packages, sometimes to an advanced level
3. Undertake statistical analysis to benchmark data, often to an advanced level and possibly requiring complex mathematical and technical skills
4. Learning new software and the coaching and training of stakeholders in the development and usage of it to deliver performance management information
5. Knowledge of council, children's services and schools performance management information and corporate planning requirements
6. Design, development and production of reports analysing performance management information, drawing out the significance and limitations of quantitative and qualitative information
7. To support the corporate values of the Council and to work effectively with a wide range of staff
8. Contribute to the provision of an immediate response service during inspections and reviews, working to tight deadline under significant pressure to support the needs of senior managers in the council and schools
9. To be responsible for the collection and maintenance of records in large databases
10. Undertake automation of data production to make processes more efficient
11. To represent the team as directed by the SP&DO in discussions / meetings regarding technical developments
12. Support the SP&DO (and others in the line management structure) in discharging their duties, and deputise for them as directed

- 13.To interpret and explain council regulations and policy, such as compliance with the data quality policy, and adherence to Government regulations
- 14.To handle data within the parameters of the Council's data protection policies
- 15.To contribute to specific strategic corporate initiatives as agreed (e.g. uphold the council's approach to data quality)
- 16.To work within the guidelines of the corporate and directorate equal opportunities frameworks and act with integrity and respect towards colleagues and service users
- 17.To undertake any other duties of a similar level and responsibility as may be required by the Corporate Director from time to time which could include direct contact with children and young people.
- 18.Taking projects forward increasingly as the lead person and knowing what needs to be done when facing new challenges
- 19.To develop information systems to report on performance which can be used on site by frontline services
- 20.To provide advice and support regarding performance management information

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements: The post holder may need to travel to various parts of the county regularly
 Working patterns: Full time
 Working conditions: Flexible

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PERSON SPECIFICATION

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Essential		Desirable	
Knowledge and Qualifications			
<p>NVQ 3 or equivalent in subject(s) containing a reasonable amount of IT and statistics e.g. Maths with Statistics, Economics (A)</p> <p>Knowledge of the main theoretical, procedural and practical issues relating to the service (I)</p>		<p>Up to date study in a subject containing a reasonable amount of IT and Statistics, or data handling. e.g. Visual Basic for Applications (VBA) or SQL.</p> <p>Understands the diverse functions of a large complex public sector organisation and the relevant professional issues.</p>	
Experience			
<p>Significant proven experience, gained either in the workplace or through study, demonstrating:</p> <p>Experience of manipulating data from complex client data bases and other sources to produce clear performance management information reports (A)</p> <p>Development and use of IT packages for data extraction, analysis and presentation (e.g. Access, excel, web) (A)</p>		<p>Training colleagues of varying IT literacy and numeracy</p> <p>Proven experience of working in Local Government in an area related to management information or ICT</p> <p>Experience in project management.</p>	

Experience in applying a range of relevant professional methods, tools and techniques. (I)		
Recent experience in giving good advice to stakeholders (I)		
Skills and competencies		
<p>Advanced skills in using Microsoft software (e.g. Excel, Access and Word) to enable effective data collection, processing and analysis. (A)</p> <p>Ability to learn new software quickly and relate it to other software packages (A)</p> <p>Ability to communicate well, writing clear and appropriate briefings, bringing out the significance and limitations of numerical and other information. (I)</p> <p>Numerate and skilled at analysing/reasoning with complex business related statistics. (T)</p> <p>Remains calm and logical in difficult situations. (I)</p> <p>Ability to learn how to automate production of routine statistical information (I)</p> <p>Ability to meet tight deadlines(A)</p> <p>Highly organised, methodical, reliable, accurate (R)</p>	<p>Knowledge of the information requirements relating to the national agenda for children's services</p> <p>Knowledge & understanding of educational/social care software, E.G. SIMS/ONE/ICS</p> <p>Contribute to development of using a website for communication.</p> <p>Knowledge of information systems in a large organisation</p>	

<p>Able to work independently and to take initiative (R)</p> <p>Translating customer information needs into IT systems (I)</p> <p>Ability to work flexibly and collaboratively with a wide range of staff using negotiation skills to seek desired outcomes (I / R)</p> <p>An awareness of the importance of confidentiality (A)</p> <p>Ability to communicate effectively with all levels of staff, verbally and in writing (I)</p>		
Physical, mental, emotional and environmental demands		
<p>Willingness to pursue training in any area of work relevant to the job description and grading of the post. (A)</p> <p>To be able to meet the transport requirements of the post (I)</p> <p>Normally works from a seated position with some need to walk, bend or carry items. (I)</p> <p>Need to maintain general awareness with lengthy periods of enhanced concentration. (R)</p> <p>Lengthy periods of concentrated mental attention with pressure from deadlines, interruptions and conflicting demands. (R)</p>	<p>Commitment to the culture of continuous improvement and partnership working</p>	

<p>Contact with stakeholders may result in some emotional demands. (I)</p> <p>Able to work systematically, calmly and logically in a pressurised situation such as formal inspections, whilst empathising with clients' emotional needs (R)</p>		
Motivation		
<p>Demonstrates integrity and upholds values and principles (R)</p> <p>A corporate orientation (R)</p> <p>Promotes equal opportunities and diversity in all aspects of work. (R)</p> <p>Works collaboratively to achieve team spirit (R)</p> <p>Proactive and achievement orientated (R)</p> <p>Adapts to change by adopting a flexible and cooperative attitude (R)</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits