

JOB DESCRIPTION

Job title	Performance
Sector/Function	Substance Misuse & Public Health
Department	IMT - Insight
Reports to	Business Partner - Insight
Grade	4

Job purpose	To support the Business Partner to deliver the strategic objectives/ intentions by operationalizing actionable performance metrics, KPIs, data and visualisations. Responsible for delivering operational outcomes to the business and its challenges
Key accountabilities	<p>Supporting managers, clinicians and frontline staff in creating performance, data and MI solutions to strategic problems (current and future).</p> <p>Supporting effective performance management for multiple services within a region and sharing best practices across a region and nationally by ensuring that:</p> <ul style="list-style-type: none"> - Performance metrics are clearly defined, produced, reported upon and non-compliance with governance provisions address/escalated as required - Deputising for the Business Partner in relevant meetings as required <p>Ensuring that service performance is externally benchmarked as well as internally. Sharing insight within the organisation/Business Unit/ area on a regular basis. Take responsibility for promoting best practice.</p> <p>Responsible for presenting Insight and information retrospectively and prospectively in order to build on performance</p> <p>Ensuring and using active (live) data to inform business decision making at all levels, working with the Business Partner to drive and sustain required change in process and deliverables.</p> <p>Working with Turning Point's application leads and support as well as external bodies, such as PHE and NHS England to develop, maintain and submit accurate regional / national datasets. Managing & mitigating risks in this area.</p> <p>Support the Insight Production Team in creating a limited number of standardised data visualisations and delete unused visualisations of visualisations that do not lead to any action.</p> <p>Ensuring that data and information standards meet regulatory and compliance standards, including GDPR, CQC etc.</p> <p>As directed by the Business Partner, to ensure that the data reports draw from high quality and robust data sources, including triangulating data from multiple sources (HR, Finance etc.). Establishing lessons learnt processes across multi-disciplinary teams as and when required</p> <p>Through the provision of high quality data and MI, support the growth/ expansion of service delivery through tender, re-tender, organic growth</p> <p>Lead and/or support stakeholder engagement by co-ordinating, collecting, collating and, where appropriate, challenging business requirements. Creating specifications that are fit for purpose.</p> <p>The post holder will support management in liaison with commissioners. This will not be as a default but more by exception with priority services/periods</p> <p>To carry out any other reasonable duties at their manager's request</p>

Dimensions	Direct reports	Performance Support Worker
	Total staff overseen	Up to 4
	Internal contacts	Business Partners (Insight) (Senior) Operations Managers Senior Management Team from Business Unit Insight Production Team
	External contacts	PHE/NHS England/CCG Commissioners Commissioners' Performance Team
	Planning outlook	12 months
	Problems solved	Service/Region KPIs, including: - PbR - staff productivity - Unit costing/ inter-service benchmarking Performance against competitors Demonstrable impact measures, such as Social Value
	Financial authority	N/A