

Insight Performance & Data Officer – Role Profile



Supporting Insight Performance & Data Manager to inform the Service with Insights on compliance, data quality and key performance indicators

WHAT I AM ACCOUNTABLE FOR:

Data & Performance:

- Provision of accurate and timely performance data
- Submission of data required to deadline, to government department
- Support the standards for consistent performance reporting across the service
- Keep up to date with national data set requirements and newly published data and guidance
- Provide performance reports and insights to inform the team and wider organisation and to support continual improvements.
- Analyse and present performance reports using all available formats
- Support the development of the service staff team in understanding of performance, data and recording on our client information system.
- Support Insight Performance & Data manager with Performance Management meetings as required
- Provide visual and narrative insights to keep teams across the service(s) informed on service performance
- Input into agreeing priority areas of focus for performance and support in the development of action plans

HOW I OPERATE:

Values Led Leadership

- I support data accuracy and performance improvement:
- I keep our services users as a priority when supporting the team with performance
- I communicate clearly, listening to the ideas of my colleagues and working collaboratively to achieve the best outcomes
- I am ready for change by keeping on top of national and local data sets and performance metric changes
- I work collaboratively on service improvement
- I am confident to challenge where appropriate
- I contribute to a supportive and inclusive environment
- I understand we all depend on each other to be successful, and I support everyone to achieve team goals.

WHAT I NEED:

Essential:

Skills\Knowledge

- IT Skills - Advanced Microsoft Applications (Excel), Utilisation of existing visualisations. Experience with volume data sets.
- Data standards knowledge, such as GDPR & other regulation.
- Experience of client case management systems and improving data quality.
- Excellent communication skills (verbal/written) with ability to adapt response to varied audiences including presenting data in simple and accessible formats.
- Strong organisational skills, with an ability to remain calm and resilient in high pressure environments.
- Previous experience in a similar role either in health and social care or commercially driven organisation.

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PEOPLE:

- Develop effective relationships with staff team to foster good practice, encourage transparent communications, showcase positive performance, understand actions that have impacted performance and highlight data gaps and to support continuous improvement for the service.
- Build links with key local partners and government department contacts.
- Work together with Insight Performance & Data Manager, assisting to identifying key areas of focus and to drive and improve service performance .
- Collaborate with Insight colleagues across the organisation to share best practice and utilise the benefits of that network to support personal and service learning
- Undertaking training to enhance skills, knowledge and practice
- Actively engaging in your own supervision, Ongoing Personal Review and Personal Development Planning Process
- Engage with the wider leadership team and service team(s) to understand wider service priorities

PROCESS:

Support and attend performance and data meetings:

- Monthly with service managers and team leads
- Monthly with individual teams as required, such as locality teams or Additional Funding Workstreams
- Monitoring Performance via Pipelines and other service trackers
- Partner provider meetings as required
- Insight team meetings- regional and national
- OHID/NDTMS meetings/working groups or other professional meetings as required

Produce and submit reports as required. Some examples:

- Commissioner reports quarterly and monthly
- NDTMS and other monthly and quarterly OHID submissions
- Monthly in service reports
- Case Management Tool
- Data Quality & Compliance
- Safeguarding
- Client Attendance
- Clinical reports- prescribing related, BBV , Naloxone etc.
- Central reporting to support national TP picture including narrative local context as required.
- Ad hoc requests from commissioners, bid team, media or FOI

Other:

- Data quality checks and actions as required
- CIM or other system support
- Implementing recording process changes and providing guidance
- Supporting Core system changes and upgrades annually and as required
- Turning Point Tableau Visualisation Specification & UAT
- Reviewing all visuals monthly, encouraging staff to engage
- Review all published data monthly and provide updates to service team