

PERSON SPECIFICATION – Performance

Job title	Insight Performance
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Personal Effectiveness (Including Behavioural Competencies)

Behaviours: Essential

- Ability to Influence.
- Assertiveness.
- Change-focussed
- Customer Focused.
- Teamwork.

Competencies: Essential

- Delivering Positive Outcomes - Coordinating others' efforts, activities and resources to work towards and achieve agreed outcomes.
- Excellent communication - Senior operational management / Other Performance Managers
- Building and managing credible relationships - Working in partnership internally and externally.
- Innovation and Change - Solving complex problems and implementing change.
- Organisational effectiveness – converting the strategic problem in to a tactical/operational solution
- Business Acumen
- Applying Management Information to make informed business decisions. Ability to see the strategic/ corporate priority and the operational/tactical solution

Technical Effectiveness (Including Skills and Knowledge)

General Skills: Essential

- Highlighting, mitigating and effectively reporting data gaps
- Risk Management - within own functional area/s.
- Financial Management - within own functional area/s.
- People Management - within own functional area/s.
- IT Skills - Advanced Microsoft Application usage (Excel), CSV management
- Ability to analyse & interpret financial information, summarising to audience as appropriate
- Effective engagement and presentation to Service delivery Mangers.
- Data & Performance – experience in managing complex data requirements and presenting in simple and accessible formats. Experience of databases, mandatory data uploads, data quality management & data visualisation usage (rather than reports)
- Performance & data challenge and improvement (driving Action-based intelligence)
- Being commercially aware.
- Being politically aware, especially with strategic priorities or strategic marketing
- Ability to work independently, accurately and at pace.

Functional Skills: Desirable

- Applications / systems expertise.
- Commercial experience utilising performance data for business decisions &/or strategic decision making

Knowledge: Essential

- Technical: data standards expertise, such as GDPR & other regulation.
- Continual Professional Development.

Knowledge: Desirable

- Technical: data quality management and experience of automating data entry

Acquired Experience and Qualifications**Experience: Essential**

- Demonstrable performance Management/Insight experience

Experience: Desirable

- Experience within a not for profit organisation.
- Experience within the Health and Social Care sector.

Other Requirements

- May be required to travel across the country and stay over on occasion

Dimensions	Direct reports	1
	Total staff overseen	1
	Internal contacts	All business functions but especially: <ul style="list-style-type: none">• Performance Support Workers• Business Partner (Insight)• Operational Managers• Head of Implementation and transformation• Applications team
	External contacts	None
	Planning outlook	12 to 36 months
	Problems solved	Drives ever improving and consistent service performance through the provision of targeted and value-add performance strategy, reporting, analysis, training, and dissemination of best practice through appropriate forums
	Financial authority	N/A