

Business Partner (Insight) SUPH – Role Profile

Meeting Performance KPIs whilst improving outcomes and service delivery for the people we support



WHAT I AM ACCOUNTABLE FOR:

Service Performance

- Coach Performance & Data Managers to deliver the service performance strategy with Operations, using reports and analysis to drive year-on-year improvement.
- Set standards for consistent performance reporting across regions.
- Contribute to learning and development for front-line staff.
- Attend performance review forums.
- Provide hands-on support where critical performance issues arise.
- Maintain subject matter expertise.

Information Management & Reporting

- Develop and deliver an effective organisation-wide care informatics approach, using existing datasets to identify opportunities and inform operating models.
- Maximise value from client data to drive operational behaviours and support competitive advantage.
- Champion good data practices, support alignment to the Data Governance Framework and improve data quality.

Risk Management

- Identify, flag and support the management of operational performance risks as they emerge.

Relationship Management

- Partner with Regional Head of Operations to support performance improvement.
- Maintain a clear RACI between IMT and Operations.
- Build strong operational relationships through effective stakeholder management and coaching.
- Work with senior leaders to understand priorities affecting service performance.
- Maintain effective commissioner relationships, providing assurance and advice.

Matrix Management & Leadership

- Maintain strong matrix line of sight with Performance & Data Managers/Officers.
- Support recruitment and induction for Insight roles.
- Enable ongoing learning and development for the Insight team.
- Create conditions for knowledge and best-practice sharing.

Winning and Implementing New Business

- Support bids with information, performance data and trends.
- Advise on bid reviews before submission.
- Lead Data & Performance implementation from planning to BAU, including KPI negotiation, safe data transfer, system setup, Go-Live support and reporting processes.

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HOW I OPERATE:

Values Led Leadership

- I work collaboratively with others at all levels to drive performance and to create the best possible outcomes
- I will support my team to improve outcomes by encouraging new ideas and new ways of thinking
- I will lead my team to change management success even when its complex and uncomfortable
- I will bring an analytical mindset
- I have a strong commitment to data integrity
- I put the people we support at the heart of everything I do
- I treat others with respect, actively listen and embrace others' points of view;
- I maintain a non-judgemental approach
- I maintain professional boundaries and always present a professional image
- I actively seek opportunities to develop myself and take an interest to keep up to date with new technologies
- I take ownership and accountability for my actions and decisions

WHAT I NEED:

Skills\Knowledge

Essential:

- Excellent communication skills to collaborate effectively with team members as well as with external stakeholders
- Confident at managing complex stakeholder relationships, including with commissioners
- A passion for continuous improvement and innovation
- IT Skills - Advanced Microsoft Applications (Excel), Utilisation of existing visualisations. Experience with volume data sets.
- Data standards expertise, such as GDPR & other regulation.
- Data quality management and experience of client case management systems
- Demonstrable leadership skills with a flexible and adaptable style
- Strong organisational, time management and prioritisation skills; with an ability to remain calm and resilient in high pressure environments.
- Previous experience in a similar performance and/or data management role either in health and social care or commercially driven organisation.

Desirable:

- Previous experience in line management.
- Previous experience in specification for Tableau or other BI