

JOB DESCRIPTION

Job title	Data & Performance (Performance Support Worker)
Sector/Function	Substance Misuse & Public Health
Department	IMT - Insight
Reports to	Regional Performance Lead
Grade	3

Job purpose	To support Regional Performance Leads and associated key stakeholders to ensure the provision of accurate and timely performance data. Delivered by inputting, quality assessing, mitigating risk/issues, reporting and promoting good data quality outcomes
Key accountabilities	Input data in relation to service delivery on to the Client Record system accurately and timely from other workers as required
	Analyse data, presenting outcomes in simple and accessible formats that meet customer needs.
	Proactively identify gaps in performance data/MI in order to enhance organisational intelligence/operational effectiveness. Identify, communicate, educate and implement solutions as appropriate, escalating more complex matters in line with departmental/BU requirements.
	Identify, in conjunction with Regional Performance Lead, development opportunities to support personal growth in conjunction with driving the reporting strategy. Participates effectively in on-going personal development
	To ensure effective data governance, including confidentiality, as required under the Data Protection Act and GDPR, reporting any breaches or risk of breaches in line with guidelines
	To fully support the Turning Point values and operate in line with all policy and practice, including regulatory standards. Ensure activities are driven by organisational strategy and business plans
	To undertake ad hoc work as necessary to support agreed business and service objectives
	Any other duties as reasonably required for the role, as directed

Dimensions	Direct reports	None
	Total staff overseen	N/A
	Internal contacts	Regional Performance Manager Business Partner (Insight) Team (Hub) Manager Internal customers and other key stakeholders
	External contacts	None
	Planning outlook	3 months
	Problems solved	Data quality/accuracy Efficiency of data entry Data 'gap' identification Data quality
	Financial authority	N/A

PERSON SPECIFICATION

Job title	Data & Performance (Performance Support Worker)
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Personal Effectiveness (Including Behavioural Competencies)

Essential

- Attention to detail
- Proven experience of working within a commercially driven environment
- Able to analyse data in order to provide information and enquiry.
- A professional and organised approach as well as the ability to prioritise effectively, whilst managing expectations of customers and providing an excellent service
- Customer focused.
- Able to work under own initiative and identify potential
- Teamwork.

Desirable

- Able to identify and implement improvements to reporting and MI methodologies

Technical Effectiveness (Including Skills and Knowledge)

Essential

- Driving Data quality up, including highlighting, mitigating and effectively reporting data gaps
- Strong MS Office skills, especially Excel
- Risk Management - within own functional area/s.
- 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)
- Ability to work independently, accurately and at pace.

Desirable

- Applications / systems expertise.
- Commercial experience utilising performance data for business decisions

Acquired Experience and Qualifications

Experience: Essential

- Demonstrable experience of data entry, improving data quality and data accuracy

Experience: Desirable

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

Qualifications: Desirable

- Graduate.

Other Requirements

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