

Performance & Data Manager – Role Profile

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



WHAT I AM ACCOUNTABLE FOR:

- Provide constructive and balanced feedback on service performance, celebrating success and confidently challenging poor performance where appropriate.
- Provide visual and narrative insights to keep all fully informed on service performance, adapting my approach to the audience or individual concerned.
- Develop and implement the service performance strategy in conjunction with operations including supporting service action plans.
- Maintain the standards for consistent performance reporting across the service
- Line Management of direct report/s
- Expert knowledge on current/future business and national data set requirements.
- Develop and enhance performance reports and insights to inform the team and wider organisation and to drive evidence based continual improvements.
- Analyse and present performance reports using all available formats
- Ensure NDTMS reports are submitted as required
- Support the development of the operational team's understanding of service KPIs, performance, data and recording.
- Lead service performance management meetings and attend and contribute to service commissioner and stakeholder meetings
- Identify critical performance issues or service risks and provide proactive support to operations to resolve.
- Motivate and Influence service team to ensure high quality service delivery, accurate recording and excellent performance.
- Support operational teams through periods of change in process or service model
- Develop effective partnerships internally and with key local organisations, commissioners, stakeholders and OHID.
- Promoter and Advocate for the service across multiple internal and external environments using Insights and expert knowledge to highlight positive progress and service risks.
- Use information available to analyse current performance- telling the story for the service, and to predict future trends.

HOW I OPERATE:

Values Led Leadership

- I work collaboratively with managers and staff team to define and monitor performance actions,
- I am change focused, supporting others to build resilience by visualising the intended outcome, no matter the difficulties.
- I work together with all levels to drive performance.
- I work together with others to get the best possible outcomes;
- 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 present a professional image at all times;
- I actively seek opportunities to develop myself;
- I take ownership and accountability for my actions and decisions.

WHAT I NEED:

Essential:

- 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
- Demonstratable leadership skills with a flexible and adaptable style
- Excellent communication skills (verbal/written).
- 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

Skills\Knowledge

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PEOPLE:

- Line management of data officers as required,
- to include monthly 1:1s to provide support & coaching, ongoing learning & development and accountability; management of HR processes in line with policy.
- Address poor performance with individuals I manage and identify steps to improve
- Manage recruitment for any new data analyst in your team
- Support the induction processes for new team members
- Provide visible leadership and a positive, supportive environment for my team to thrive.
- Communicate to individuals I manage and the service team using a broad range of effective approaches that unify and empower staff to take action required and achieve excellent standards.
- Identify best practice and feedback to staff within service team
- Celebrate successful performance where it is achieved
- Support operational managers to identify poor performance of individuals within service team and with steps to improve.
- Provide systems training and support alongside Operations where staff fall below expected standards or data quality is inadequate.

PROCESS:

- Monitor data against KPIs and ensure continual performance improvement using Pipelines and service development plans
- Schedule, chair & support performance meetings, Monthly with service managers and team leads, Monthly with individual teams as required, such as locality teams or Additional Funding Workstreams
- Attend Quarterly Commissioner meetings and other partner meetings to showcase achievements and support solutions where performance improvements are required
- Attend Insight team meetings- regional and national
- Engage in OHID/NDTMS meetings/working groups or other professional meetings as required
- Commissioner reports quarterly and monthly
- NDTMS and other monthly and quarterly OHID submissions
- Monthly in service reports
- Case Management Tool
- Data Quality & Compliance
- Clinical reports- prescribing related, BBV, Naloxone etc.
- Central reporting to support national TP picture including narrative performance reporting to provide local context.
- Ad hoc requests from commissioners, bid team, media or FOI
- 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
- Line management activities including 1:1s, ensuring clear priorities on workload alongside staff wellbeing.