



Job description	
Job title	Graduate - Policy & Performance
Grade	Pay Band G
Directorate	Resources
Section/team	Policy & Performance
Accountable to	Intelligence and Insight Manager
Responsible for	n/a
Date reviewed	December 2021

Purpose of the Job

To support the work of the Policy and Performance service to understand need and demand, develop policies and strategies, monitor performance and measure impact against our key priorities and improve business processes.

To undertake a programme of work across different Council departments, working with officers from within the Policy and Performance functions. This will include:

- (i) Development of needs assessments and demand modelling to inform Council planning and budget setting
- (ii) Research and analysis to inform strategy and policy development
- (iii) Development and delivery of high quality management information for Council services, including the use of Council databases and management information systems
- (iv) Reviewing and improving service delivery across the Council.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

The postholder will undertake a programme of work across different Council departments, working with relevant Policy and Performance officers. The type of work is illustrated below:

Intelligence and Insight

- 1) Support the development and use of needs to inform strategic and operational planning and commissioning decisions across the Council.



2) Work with Engagement colleagues to gather insight (face to face and via questionnaires/ surveys and other mechanisms) to help inform needs assessments, strategy development and service management.

Strategy and Policy Development

1) Supporting the provision of research to enable the setting of effective priorities, including: -

- a) "Horizon-scanning" for national, sub-regional and local policy developments (and production of related reports and briefings);
- b) Assisting with evidence gathering and analysis.
- c) Investigation of policy innovation and best practice.

2) Supporting the development and delivery of the Council's Corporate Plan and the wider strategic partnership's Knowsley 2030 strategy.

3) Facilitating and supporting the development and implementation of innovative and effective strategy and policy across Council services and in the partnership setting.

4) Working with Performance colleagues to develop delivery plans, performance frameworks and monitoring arrangements for plans and strategies.

5) Supporting Council services and, where appropriate, strategic partners to consider and respond to relevant policy developments.

Improvement

1) Working with Improvement Officers to undertake diagnostic work on services/ processes to identify opportunities for efficiency and improvement via process improvement, system exploitation, customer journey mapping and/ or system/ process integration.

Performance and Risk

1) Supporting the development and delivery of high quality management information and intelligence data relevant for Council services to enable planning, decision-making and evaluation.

2) Production of key intelligence reports.

3) Support the Council's corporate and service planning processes.

4) Support the development and on-going management of the Council's performance management framework for services and interventions.

5) Play an active role in ensuring data quality across all databases/ management information systems.

6) Supporting the identification and management of corporate and departmental risks



Health and Safety

- To use equipment as instructed and trained
- To inform management of any health and safety issues which could place individuals in danger

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.