



| Job description | |
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| Job title | Graduate – Performance and Intelligence Officer |
| Grade | G |
| Directorate | Resources |
| Section/team | Performance Team – Children’s Services |
| Accountable to | Children’s Strategic Performance and Improvement Lead Officer |
| Responsible for | n/a |
| Date reviewed | December 2024 |

Purpose of the Job

To support the work of the Policy and Performance service to understand need and demand, monitor performance and measure impact against our key priorities and support the development of strategies and improvement plans across Children’s Services.

Specific work will include:

- (i) Development and delivery of high-quality management information for Council services, including the use of Council databases and management information systems.
- (ii) Research and analysis to inform strategy development and improvement planning.
- (iii) Demand modelling to inform Council planning and budget setting.

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 Children’s Services, working with relevant Policy and Performance officers. The type of work is illustrated below:



Performance and Risk Management

- 1) Supporting the development and delivery of high-quality management information and intelligence data across Children's Services to inform planning, decision-making and evaluation.
- 2) Production of key analytical reports, using appropriate tools such as SQL and Power Bi to extract data from systems.
- 3) Play an active role in ensuring data quality across all databases/ management information systems.
- 4) Support the development and on-going management of the Council's performance management framework for services and interventions.
- 5) Support the Council's corporate and service planning processes.
- 6) Supporting the identification and management of corporate and departmental risks.

Planning and improvement

- 1) Supporting the development and delivery of the Council's Corporate Plan and the wider strategic partnership's Knowsley 2030 strategy.
- 2) Working with Performance colleagues to develop delivery plans, performance frameworks and monitoring arrangements for plans and strategies.

Intelligence and Insight

- 1) Support the development and use of needs to inform strategic and operational planning and commissioning decisions across Children's Services.
- 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.

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.



Special Conditions

Normal hours of work will be 36 per week, but the post holder may be required to attend meetings outside normal office hours in line with the requirements of the service and in line with Council Policy.

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.