Hertfordshire County Council
Job Outline

JOB TITLE: Supporting Families Data & Performance Manager

GRADE: M1

REPORTS TO: Service Manager, Strategy & Performance

TEAM: Family Support

DEPARTMENT: Children's Services

Purpose of the Job

The Supporting Families Data & Performance Team undertakes data gathering and analysis as part of its role to inform the development and monitoring of the performance of early help services across Hertfordshire and to meet the requirements of the Government's Supporting Families programme.

The role exists to develop, refine and report the data capture and performance management framework for Hertfordshire's Supporting Families programme delivered through the multi-agency brand 'Families First'. This involves the development and implementation of auditable systems that monitor and evaluate the impact of family interventions and services, how they contribute to delivering outcomes for families and how that translates to financial benefits for HCC and other stakeholders. Evidencing the cost: benefit impact of early help services and supporting the work to introduce a performance dashboard are key to this role. Other ad-hoc reporting is also required for local and regional reports, and to aid senior managers with monitoring and developing services.

The postholder will lead a team of data analysts and manage their workflow and output as a key service area within Children's Services.

Main Areas of Responsibility

Managing the Supporting Families Data & Performance Team and reporting to the Service Manager, Performance & Strategy.

To ensure appropriate audit and quality assurance systems are in place that contribute to the ongoing improvements to capture information and data within the service.

Analyse and disseminate complex information and reports, identifying successes, key risks and threats

Ensure that the most efficient systems and measurements are in place to monitor, review and evaluate progress across Families First for the purpose of local and national evaluation, including cost: benefit analysis.

Identify learning from other local authority areas and partners to improve local business processes and disseminate issues and areas of good practice to the team and the wider Families First partnership when this is relevant.

Confidently negotiate and challenge stakeholders to promote the gathering of data to support the aims and objectives of the Supporting Families programme locally and the delivery of early help in Hertfordshire. The post holder will lead on problem solving data collection issues, or when this is not possible, they will escalate, as appropriate, in a timely manner.

To aid the development of an Early Help Performance Dashboard with colleagues from the Corporate Intelligence Team. This work links to database developments that continue to evolve to improve the standard of early help reports.

Provide day to day management support, direction, guidance and development for staff responsible for data analysis within the Supporting Families Data & Performance Team.

To advise and recommend solutions to the senior leadership team who manage early help and the Families First brand in Hertfordshire. This will be in respect of IT based performance monitoring, data collection and analysis and the preparation and submission of Payment by Results claims in accordance with audit and the Department of Levelling Up, Housing & Communities' guidance and requirements.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- Educated to a degree level
- Demonstrates the ability to lead, manager and develop a team
- Demonstrates a high proficiency in the use of technology to analyse and share complex information
- Manages priorities and evaluates progress to achieve key critical milestones
- Demonstrates effective communication skills, challenging and negotiating with colleagues, both inside and outside the local authority, when required
- Positive and proactive approach to solving problems creatively, escalating issues appropriately

- Evidence of developing systems to measure cost, benefit and impact measurements
- Experience of implementing new IT systems for the purpose of analysing and reporting data, this including having a good level of knowledge about using and developing databases
- Has a good understanding o the Governments Supporting Families programme and Hertfordshire's approach to delivering early help for families using the Families First brand.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability)