

**PG**

**4770**

**Post Specification**

**Organisational Support**

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| **Date** | **March 2021** |
| **Post Title** | Performance Assistant |
| **Job Family Role Profile** | **OS9** |
| **Final Grade** | **Grade 9** |

**To be read in conjunction with the job family role profile**

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| **Service Area description** |
| The Focus Family team is responsible for ensuring the successful delivery of the national Troubled Families programme within Cumbria.This work includes managing complex data to meet contractual requirements of a payment by results programme in order to successfully realise financial incentives and drive workforce development.  |
| **Purpose of this post**  |
| The post holder will be responsible for their own area of work within the Focus Family Team. This includes:* Working on the successful implementation of a new software module within Cumbria County Council People Directorate.
* To manage the development of the Focus Family core information systems to fully maximise the functionality of the system to retain and produce accurate, timely and legally compliant data analysis and reports.
* Providing specialist advice on implementing business change processes, specifically in the roll out of new/upgraded IT systems/functionality
* Building ‘new tools’ as requested, to assist in identifying and resolving records that have the potential to affect the integrity of the directorate’s database
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| **Key job specific accountabilities** |
| * Design, administer and maintain data retrieval and access tools to ensure continuing access to accurate information to meet the Directorate’s requirements and the specific needs of the business units within the Directorate.
* Design, administer and update reports, views and other data extractions using the most appropriate tools to provide the required information in the correct format that is accurate, concise, high quality and timely.
* To develop systems which enable monitoring of the directorate’s activity against national targets and performance indicators, responding in a timely manner to accommodate new directives/recommendations from the government.
* Test reporting structures with system users to ensure functionality and accuracy.
* To arrange training programmes and update relevant system guidance and related documents, deliver workshops and mentoring to ensure core business systems are used consistently and effectively throughout the county.
* To work with staff to develop a framework which ensures that data is input promptly, accurately and in a timely manner.
* To analyse data issues to inform managers and staff of where/how to prioritise activities to improve data quality and the effectiveness/efficiency of the services offered by the directorate.As required to plan the collection of key data, implement collection, collate, analyse and return key data sets to government working with partners including schools and early years settings
* Provide advice to managers, staff and external agencies in relation to software, systems and management information.
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| **Please note annual targets will be discussed during the appraisal process** |
| **Key facts and figures of the post** |
| **Budget Responsibilities** | * None
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| **Staff Management Responsibilities** | * None
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| **Other** |  |
| **Essential Criteria - Qualifications, knowledge, experience and expertise** |
| * Recognised relevant qualification to degree level, such as numerate or computer based subject, social research, information systems or information management OR Level 3 qualification with proven strong specific competencies in this area of work OR demonstrable equivalent experience.
* Experience in use of Excel and specialist software for data extraction and data manipulation.
* Experience of using a database SQL report writing tool such as Crystal or BI.
* Experience of systems testing, implementation and business analysis
* Experience of working with a wide range of people including senior managers
* Experience of providing system support to users
* Significant experience of writing and presenting reports and user documentation
* Understanding of data protection issues, confidentiality and sensitivity
* to the needs of individuals.
* An understanding of data management techniques in relation to the administration
* of user permissions / access privileges
* The ability to work under pressure and to tight deadlines.
* The ability to work as part of team.
* Good organisational skills and an ability to work systematically, accurately and with attention to detail.
* Able to use own initiative and effectively manage own workload.
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| **Disclosure and Barring Service – DBS Checks** |
| * This post does not require a DBS check.
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| **Job working circumstances** |
| **Emotional Demands** | * None
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| **Physical Demands** | * None
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| **Working Conditions** | * None
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| Other Factors |
| * Ability to travel around county and to relevant national and regional meetings
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