Isle of Anglesey County Council

Job Description / Person Specification

PART A

Job Title: Data and Performance Manager

Post Number:

Service / Section: Digital, Performance & Modernisation

Scale: 9

General Purpose of the Post

We are looking for an experienced individual to lead and coordinate the development of the Council's Data Strategic Plan and support the continued development of effective performance management arrangements. The role will provide professional leadership across both data and performance, helping the Council to improve the quality, consistency, governance and use of data, while ensuring that performance information is meaningful, timely and used to support planning, accountability, scrutiny and improvement.
The post will work with services across the Council to understand their data needs, strengthen data definitions and standards, improve access to reliable information, and translate data into insight that supports better decision-making. It will also help services to use that insight to monitor progress, understand trends, manage risks and demonstrate the impact of their work for residents and communities.

A key focus of the post will be to bring data, analysis and performance reporting together in a way that gives senior leaders, elected members and services clear evidence, practical insight and appropriate assurance on delivery against priorities, statutory duties, service objectives and improvement activity.

General: *Comply with the local authority's Corporate Protection Policy and the safeguarding duties and responsibilities that that policy places on all employees, in line with the Authority's core values which include supporting children, adults who may be at risk and their families to keep them safe and healthy.*
In accordance with the Local Authority's Corporate Safeguarding Policy and the Social Care Wales Safeguarding Framework, this role requires the postholder to complete safeguarding training at the appropriate level. All employees must complete ***Group A*** *(mandatory e-learning). In addition, the post holder will need to ensure that they comply with the requirements of the below level of training in accordance to the Safeguarding Training Framework.*

Group B ☐
Group C ☐
Group D ☐
Group E ☐
Group F ☐

For guidance on above Safeguarding levels, visit: https://socialcare.wales/resources-guidance/safeguarding-list/national-safeguarding-training-learning-and-development-standards

Main Duties / Responsibilities

1. Develop and implement a whole Council Data Strategic Plan that aligns with the national governments' data strategy.
2. Communicate and coordinate a consistent approach to deliver our strategic plan with key stakeholders, ensuring commitment to implement the plan.
3. Design the appropriate data definitions and standards to ensure good quality data is collected and stored.
4. Be responsible for writing data policies, guidance and good practice documents in relation to collating, storing and analysing data to implement across council Services.
5. Identify and establish the appropriate structure and infrastructure that the Council will need in order to realise the strategic plan.
6. Develop relevant business cases to secure relevant resources to realise the Strategic Plan.
7. Implement annual action plans for the delivery of the Data Strategic Plan.
8. Work collaboratively with the Data Protection Officer to map data sources and create a whole Council data register .
9. Identify key data sources from across the Council's Services, and external data held by others relevant to the Council's work.
10. Engage and understand users' needs in relation to data and inform the collection and validation of data to ensure its validity and value.
11. Provide business intelligence and analysis support to provide insight to support decision making by Council Services.
12. Provide guidance to Services on how to analyse data and to produce statistical reports, enabling evidence-based decision making.
13. Lead the continuous review and development of the Council's data and performance arrangements, ensuring they support statutory duties, provide assurance on delivery of the Council Plan, and help services identify trends, risks, exceptions and improvement priorities.
14. Deliver, embed and continually improve the Council's approach to data-informed performance management by working collaboratively with services to define meaningful measures, improve the quality of underlying data, assess progress and identify opportunities for improvement.
15. Work with services to develop outcome-focused measures, scorecards and reporting arrangements that provide a clear line of sight between data, service activity, Council priorities, statutory requirements, resident outcomes and opportunities for modernisation.
16. Lead the production of evidence-based reports, dashboards and analytical briefings for senior leaders, elected members and governance forums, ensuring that data and performance information are presented clearly, explain variation and support timely, informed decisions.

17. Work with the Data Protection Officer and other staff to develop a collaborative and co-ordinated culture of data analysis, reporting and visualisation within a secure environment.
18. Influence in creating an open and supportive culture when working with data across the organisation.
19. Engage in external and professional networks, as required, including within Welsh Public Sector networks.
20. Always act in accordance with the values of the Council.
21. You may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service.

Person Specification	**Essential (E) Desirable (D)**
Education and Training **The educational/professional requirements or basic vocational qualifications for the post:** **1.** A degree or equivalent qualification	**E**
Any specific training required for the job includes Certification: **2.** Training related to data science/analysis	**E**
Key Eligibility Requirements **Essential job-related information:**	
1. Experience in a strategic role inspiring leadership, direction and collaboration across the organisation.	**E**
2. Proven experience in providing leadership across a range of data, performance and digital products or services, such as software development, data engineering, architecture, user-centric design or product delivery.	**E**
3. A successful track record of developing and embedding data, analysis and performance arrangements that improve organisational insight, support service accountability, monitor delivery against strategic priorities and enable continuous improvement.	**E**
4. Experience of interpreting complex data and performance information, identifying patterns, trends and exceptions, and translating analysis into clear recommendations for senior leaders, elected members and service managers.	**D**

5. Experience and knowledge in at least one of the following areas: • Data Engineering – such as designing algorithms, implementing big data solutions, SQL and NoSQL database systems, statistical analysis languages and tools. • Data analysis – including the use of Excel and, for example, statistical modelling, pattern recognition, supervised and unsupervised learning, data mining and predictive analytics. • Data management – such as the handling and analysis of complex, numerous and high-dimensional data, data modelling and cloud storage • Storytelling and data visualisation – including visualising information from data and building data-driven products using products such as Power BI and Tableau	**E**
6. A wider technical understanding with a broad understanding of digital, data and technology opportunities that support the achievement of strategic objectives.	**E**
7. Knowledge and understanding of the Local Government and Elections (Wales) Act	**D**
8. Information about the provision of services in the public sector in Wales.	**D**
Specific skills:	
9. Be able to think strategically to support and enable the achievement of objectives	**E**
10. The ability to establish and communicate clear goals and outcomes, prioritise resources to balance competing needs and prioritise areas of greatest impact.	**E**
11. Problem-solving mindset and the ability to understand and define problems, and offer solutions.	**E**
12. Be able to work constructively and professionally with people at all levels in the organisation and people from other organisations.	**E**
13. Excellent written skills to support the production of clear information to the presentation of data and the results of data analysis.	**E**
14. Ability to effectively communicate complex issues in a powerful manner to diverse audiences.	**E**

15. Be able to work on his/her own and as a team.	**E**

Position in the Institute	
Report to:	**Chief Officer Performance and Modernisation**
Supervised staff:	**Business and Performance Analyst** **Data Analyst x 2**

Working Arrangements and Conditions	
Work week:	Any 5 days out of 7 Monday – Sunday
Designated work location:	Isle of Anglesey
Agreed hours:	37

Language Requirements

Welsh Language Skills (please see attached skills framework)

Listen (Tick one)		Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☒	Level 5 ☐
Read (Tick one)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☒	Level 5 ☐
Talk (Tick one)		Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☒	Level 5 ☐
Write (Tick one)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☒	Level 5 ☐

English Language Skills (please see attached skills framework)

Listen (Tick one)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Read (Tick one)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒
Talk (Tick one)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒

Write (Tick one)	Level 0 ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☒

Flexibility

Your attention is drawn to the fact that in some cases duties and responsibilities are difficult to define and may vary from time to time without changing the overall character of the duties and the level of responsibilities involved. In addition, all employees are required to accept an element of flexibility in duties and responsibilities and when there is a need for exchange within the organization in order to meet the needs and requirements of the service. Such requirements will mean that the specific expertise of the job holder will be developed and used to the maximum for the benefit of the employer and employee alike

Date of preparation of this document Job Description:

PART B	Part A and B need to be completed for the purpose of Job Appraisal

Further knowledge, skills and competencies required for Job Appraisal (information that can be assessed as part of the interview process may also be included):

Financial Resources	
Level:	
Indicative Value:	**£250,000**

Physical Resources	
Land and Buildings - Number/Area	Value: £
Equipment / Vehicles / Machinery – Quantity	Value: £
Information Systems – Number/Volume	Value: £ £250,000

Delegation
Delegation for Strategic Performance Manager and Projects as required

Job Requirements	
Physical Requirements:	
Mental Requirements	The post holder will need to manage high levels of work-related pressure and competing demands. This will involve analysing detailed and complex data, performance and service information; identifying trends, exceptions and risks; and preparing monitoring, insight and assurance reports across a range of Council priorities, service areas and improvement programmes. The role requires extensive attention to detail, strong judgement and the ability to present data and performance insight clearly to Project and Programme Boards, governance forums, senior leaders and elected members. The post holder will need to manage high levels of work related pressures and competing demands. This will involve analysis of detailed and complex information and preparing monitoring reports across a range of project areas. This will require extensive attention to detail in producing reports to Project/Programme Boards and established structures/forums.

	This is a role where interaction with consultants, private companies, government agencies and funding bodies, Regional Authority's, clients, contractors, elected members and committees and other individuals and bodies external to the council is extensive, mainly in an authoritative or consultative role for the purposes of operational direction, negotiation, making agreements, procurement and authorisation: • Elected members, Executive and committees • User, focus, best practice and technology groups • Other local authorities • Health Board • Partners and collaborations • Government, statutory and legal bodies • Public consultation • Consultants The post holder will be required to build consensus across a challenging, and at times potentially unpopular change programme and projects. He/She will need to effectively work with stakeholders and be able to balance the needs of expectations of different stakeholders. High levels of engagement and communication skills are essential in fulfilling this role. Complex problem solving and innovative thinking is a key part of this job. The post holder will be required to use discretion to resolve unexpected problems and identify issues which need to be escalated in respect of stakeholder management, planning, monitoring and reporting. This will include preparation of exception reports on mitigating risks which may adversely affect programme and projects delivery. The post holder will need highly developed advisory or advocacy skills in relation to role undertaken. The post holder must be an effective communicator, engaging and bringing together people from different backgrounds, age ranges and interests. The post involves exchanging in writing complicated or sensitive information to a range of audiences plus writing complex reports to others often requiring decisions on key issues and:- • Preparation of strategic documents. • Preparation of project documentation, specifications and contracts. • Preparation of bids and tenders. • Publication of essential and often sensitive reports for use within the Council and at Committee meetings. This post requires the holder to make decisions frequently and regularly and which may have significant consequences for the Council. The post holder will require a high level of knowledge, experience and skills across a broad range of areas - service planning, change management, financial planning, strategic planning, programme management - and need to be proactive in undertaking the his/her duties.

	This job also has the high pressure of regulatory/statutory compliance at all times so the challenge is to find solutions that fit the needs and comply with legal environment whilst maintaining budgets, resources and strict deadlines.
Emotional Demands	The role is likely to involve change that will be both publically and politically unpopular. This when combined with limited resources and deadlines, can frequently create a highly charged and stressful environment. The post holder will need to make frequent and regular decisions relating to data priorities, analytical work, performance reporting, service improvement support and operational direction of work; consequently, the quality, credibility and impact of the Council's data and performance arrangements will be directly influenced by those decisions. Many of the outcomes can be bound by statutory requirements and as such the post holder is legally accountable for decisions made. The post requires management of competing demands and high level of sensitivity to develop effective working relationships. The post will also require resilience and problem solving skills The post holder must have excellent communication and interpersonal skills to work with people, and be able to lead change and manage risk. The post involves direct contact (either in person or by telephone) with other employees of the local authority, other stakeholders, and citizens. Requires highly developed good influencing and negotiating skills when dealing with clients, consultants, contractors, government and external agencies, statutory bodies and other extensive network of contacts. Always requiring a high degree courtesy, tact, clear articulation of instructions and authoritative implication. The post holder must be able to take responsibility for own area of work and work with a wide discretion and initiative over a very broad area.

Usual Work Location:

☒ Usually in the office

☐ In the office but with some site/ home/ meetings visits

☐ Role involves significant travel with occasional visits to a designated work placement

Business travel:

☐ No business travel

☒ Some business travel. The job holder may be required to provide a vehicle himself

☐ Some business travel. A Council vehicle can be provided to the post holder

☐ Job holder employed as a driver/ need to operate specialist machinery

<u>Faced with unfavourable working conditions</u>

Environmental:

☒ Minimal / Common Office Environment

☐ Some

☐ Significant

Aggressive/ Difficult Clients:

☐ Minimal

☒ Some

☐ Significant

Other Conditions:

GDG check (DBS) required:

☐ Advanced Level

☐ Standard

☒ N/A

Flexibility/ Work Constraints

Politically Restricted Position:

☐ Yes

☒ No

Home/Mobile phone provision:

☐ Yes

☒ No

Providing Safety Clothing:

☐ Yes

☒ No

Language Skills – Job Assessment Levels

(i) Listening

0	No skills
1	Able to understand basic queries in Welsh / English
2	Able to understand basic social conversation in Welsh/English
3	Able to follow normal work-related conversations between fluent Welsh/English speakers
4	Able to follow most work-related conversations including group discussions
5	Be able to understand all conversations related to the work

(ii) Reading

0	No skills
1	Able to read basic words and phrases, e.g. signs or short and simple notes
2	Able to read simple work-related material (slowly)
3	Able to read normal material with a dictionary
4	Able to read most material in your own field
5	Able to understand all work-related material

(iii) Speaking

0	No skills
1	Able to chat in general [greetings, names, sayings, place names]
2	Able to answer simple work-related queries
3	Able to have a conversation with someone else, with some concern, about routine work issues
4	Able to speak the language in most situations with some English words
5	Fluent – able to hold a conversation and answer questions, for an extended period of time when needed

(iv) Writing

0	No skills
1	Can write basic messages
2	Able to reply simple correspondence with help
3	Able to draft custom text, with editorial support
4	Able to prepare most of the written material associated with the field, with some checking support
5	Skilled – able to complete complex writing without the need to check