

## Management Information Officer – Grade 8/9

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

We are trying to do things differently so that we make the best use of the resources we have available and so that we build really effective partnerships with other organisations, delivering efficiencies for the public sector and more seamless services for people who need to use them. In this post you will be working for the Council in the areas of performance management, business intelligence and business information systems as they relate to health and social care.

This role is based within the Council's Corporate Intelligence and Performance, working to support the Adult Social Care Transformation Project and reporting directly to the Service Manager for Adults Intelligence and Performance.

To find out more about working for Kirklees please click [here](#)

### The Job

The Intelligence and Performance Team is responsible for providing a high level of statistical and analytical information to support the performance information and intelligence needs of Adult Services and ensuring that the Government's statutory reporting requirements are met.

This includes responsibility for the collection, collation and analysis of various Adult Social Care data and to maintain, develop and interrogate complex information systems on a range of social care activities.

The Intelligence and Performance Team is committed to providing a wide range of high quality management information in order for the Director, Senior and Operational Managers to make informed decisions on the operational activities, our transformation programme and commissioning and planning of future services.

Your role will involve ensuring that information held within databases and information extracted from databases is accurate. It will be your role to interrogate data systems to identify trends and to produce reports required for senior managers to assist with service planning and commissioning. It will be important to liaise with other teams and managers to fully understand and meet their management information requirements and maintain functional links with them ensuring that information is provided in an appropriate format.

Your initial analysis of data and trends will identify where any further detailed analysis is required and analysis will be provided through both regular and ad hoc reports to managers to identify and assist in service planning. You will consult and engage with managers across services to understand their management information and analysis requirements in relation to service delivery.

### Job Checklist

- Produces accurate and timely management information on a regular and ad-hoc basis for Senior Managers and Project groups.
- Existing and new information systems are maintained and developed in order to conduct statistical analysis of service activity in Adult Services.
- Senior Managers and key staff are kept informed of the performance trends and performance issues relating to service delivery in Adult Services.
- Appropriate links between financial activity and provision of services are made.
- Supports the development and monitoring of key plans in services through the delivery of quality analysis, information and intelligence.
- Communicates in an open and constructive way on day to day matters and shares ideas for improving services.
- Understand the needs of customers and manages their expectations by clarifying requirements, sharing information, building their understanding of key issues and limitations.
- Maintains a positive approach and takes responsibility at an appropriate level.
- Anticipates situations, seeks creative solutions and shares information with colleagues.
- Builds networks to maximise effectiveness.

Please click [here](#) to see your responsibilities related to safeguarding.

## The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

We need someone who has the confidence and skills to take on this job and take a lead as needed on key tasks throughout the year. Full management support will be provided. Service leads will be fully engaged with the post holder.

We are looking for a self-motivated individual with excellent organisational and communication skills to provide performance management information across the Service. This is a challenging and rewarding role with opportunities for innovative approaches.

At the heart of your work will be a customer focus – so that the people who need the support of health and social care services remain at the centre of all that you and your teams do and efforts to improve performance, information and systems are all targeted at improving the outcomes for service users, patients and carers.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 2. To find out more about Council Behaviours and Expectations please click [here](#).

These will be tested throughout the selection process.

## Person Checklist

In order to be considered for this role you will need to demonstrate the following skills, abilities and experience:

- Experience of producing and analysing management information.
- BTEC Higher or NVQ Level 3 in IT/Statistical related subject or can demonstrate equivalent work experience.
- Ability to create and develop business intelligence solutions and reports to produce statistical output to meet deadlines.
- Advanced numerical skills in order to carry out statistical analysis.
- Ability to think creatively and resolve problems.
- Ability to disseminate analysed and performance information using a wide variety of different methods and approaches.
- Experience of interpreting requests from others in order to develop a range of analysed statistical information related to their business.
- Ability to bring high levels of precision and speed to the tasks required to ensure rigorous data validation together with high levels of attention to detail.
- Ability to communicate complex information to a variety of specialist and non-specialist customers.
- Knowledge of legislation and good practice about data confidentiality, data protection, freedom of information and data security.
- Ability to select and assemble appropriate data and information to analyse an issue, and to interpret, draw conclusions.
- Ability to understand how data and statistics presented to service managers and planners might impact on individuals or groups of people in Kirklees.

**For appointment or progression to Grade 9 please refer to the accompanying 'Career Progression' document.**

*This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.*

**For Recruitment Purposes:** In order to be shortlisted for this job you will need to demonstrate in your application how you meet the requirements in the Person Checklist.