

**Job Title: Officer – Management Information Officer**

**Grade: 8**

**Job Family: Management & Business Support**

**Responsible to: Business Analyst**

**Responsible for: None**

**Evaluated by Grading Panel: Matched**

**Version: 1**

### PURPOSE

The Management Information Officer will support the Business Analyst in the provision of high level statistical and analytical information to support the performance information and intelligence needs of KNH and ensuring that statutory reporting requirements are met.

A key component of the role will be to directly contribute to delivering high performance and continuous improvement within the service/business area in line with KNH's Service Plans, Medium Term Financial Plan, the joint Delivery Plan and Kirklees Council's key objectives to deliver a customer focused service.

As Management Information Officer 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.

The post holder will work with colleagues across the organisation in line with KNH's core behaviours and values and contribute to the delivery of the organisation's purpose, vision and objectives, ensuring positive outcomes for the business and KNH customers.

### ROLE DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- › 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 KNH.
- › Senior Managers and key staff are kept informed of the performance trends and performance issues relating to service delivery in KNH.
- › 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.
- › Required to review and analyse management information to help monitor and improve
- › Contribute in organisation wide service reviews and service planning as required and ensure any arising actions are implemented.
- › Contribute to the development of policies and processes as required to ensure that high quality consistent services are delivered.

## DECISION MAKING

- › Organise and prioritise own workload, including identifying risks relating to systems and processes, proposing solutions, and advising colleagues on business systems etc.
- › Escalate issues that may impact on financial resources or operational delivery, and issues pertaining to risk, media or political attention.

- › To inform and make effective decision making to meet individual, team and overall businesses objectives in line with delegated authority levels, Financial Procedures Rules (FPR's) and Contract Procedure Rules (CPR's).

## **CUSTOMER SERVICE AND BUSINESS RELATIONSHIPS**

- › Proactively contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of KNH.
- › Develop and maintain relationships across a broad range of internal and external stakeholders, including managers, employees, trade unions, partners and customers.

## **FINANCIAL MANAGEMENT AND PROCUREMENT**

- › Manage any delegated budgets and resources in accordance with delegated authority and KNH's Financial Procedure Rules. Take responsibility for required corrective action when necessary.
- › Support the Service Manager in the annual budget setting process for your service area and manage delegated budgets and resources in accordance with delegated authority and KNH's Financial Procedure Rules. Take responsibility for required corrective action when necessary.
- › Support the Service Manager to ensure the overall quality, cost effectiveness and value for money of your business/service area(s).
- › Support the Business Analyst to benchmark the performance of your KNH and its service areas and contribute to setting 'smart' targets which bring about improvement within a Value for Money framework.
- › Contribute to developing new products and services which contribute to improving performance, financial viability and sustainability of the organisation.

## **LEGAL, RISK AND COMPLIANCE**

- › Embed a culture of risk management and appropriately assess, monitor and mitigate operational risks in line with KNH's Risk Management Strategy.
- › Effectively manage health and safety issues in your area of responsibility in line with the KNH Health and Safety Policy and associated legislation.
- › In relation to safeguarding ensure that you comply with the guidance on the recoding and reporting of concerns in line with the KNH Safeguarding Policy.
- › Ensure all areas of service delivery are up to date in terms of legislative and regulatory changes and adopt best practice in all relevant key functions.

## **CORPORATE RESPONSIBILITIES AND ACCOUNTABILITIES**

- › Be an active team player and develop strong, supportive relationships with all work colleagues in the spirit of 'Working With' principles.
- › Actively promote and be committed to delivering KNH's Purpose, Vision, Corporate Values and Behaviours.
- › Assist in the development of and implementation of good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › Ensure you comply with the confidentiality and information security policies at all times.
- › Maintain accurate information systems in line with service requirements.
- › Actively participate in influencing and contributing to the development of innovative solutions to improve services within the organisation.
- › Actively participate in a range of internal and external meetings/briefings, events, working groups that will enhance service delivery and the profile of the business.
- › Participate in the identification of learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDR's).
- › Fulfil any other duties commensurate with the grade and falling within the scope of the post as may be reasonably required.

## SUPERVISION AND GUIDANCE

The post holder will receive supervision and guidance from the **Business Analyst**.

## EQUALITY & DIVERSITY

If you feel that any of the above requirements found in the job description cause a specific barrier due to equality or diversity issues you must inform the Human Resources Department so this can be addressed.

KNH aims to advance Equal Opportunities and requires its employees to carry out its policies concerning the above both in terms of employment and as a provider of services in line with Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.

*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.*

# PERSON SPECIFICATION

**Post Title:** Management Information Officer

**Grade:** 8

## RELEVANT EXPERIENCE

**Key:** A/F = Application Form, I = Interview, T = Test Essential = (E) Desirable= (D)

Criteria	Relevance (E or D)	Assessment Tool		
		A/F	I	T
<b><u>Education/Qualifications</u></b> BTEC Higher or NVQ3 in IT/Statistical related subject or can demonstrate equivalent work experience.	E	X		
<b><u>Experience</u></b> <ul style="list-style-type: none"> <li>› Experience of producing and analysing management information.</li> </ul>	E	X	X	X
<ul style="list-style-type: none"> <li>› Experience of interpreting requests from others in order to develop a range of analysed statistical information related to their business.</li> </ul>	E	X	X	
<b><u>Skills and abilities</u></b> <ul style="list-style-type: none"> <li>› Ability to create and develop business intelligence solutions and reports to produce statistical output to meet deadlines.</li> </ul>	E		X	X
<ul style="list-style-type: none"> <li>› Advanced numerical skills in order to carry out statistical analysis.</li> </ul>	E			X
<ul style="list-style-type: none"> <li>› Ability to think creatively and resolve problems.</li> </ul>	E		X	
<ul style="list-style-type: none"> <li>› Ability to disseminate analysed and performance information using a wide variety of different methods and approaches.</li> </ul>	E	X	X	
<ul style="list-style-type: none"> <li>› 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.</li> </ul>	E			X
<ul style="list-style-type: none"> <li>› Ability to communicate complex information to a variety of specialist and non-specialist customers.</li> </ul>	E	X	X	X

<ul style="list-style-type: none"> <li>› Knowledge of legislation and good practice about data confidentiality, data protection, freedom of information and data security.</li> <li>› Ability to select and assemble appropriate data and information to analyse an issue, and to interpret, draw conclusions.</li> <li>› Ability to understand how data and statistics presented to service managers and planners might impact on individuals or groups of people in Kirklees.</li> </ul>	E	X	X	
	E		X	X
	E	X	X	
<b><u>KNH BEHAVIOURS</u></b>				
<b>Progressive</b> <ul style="list-style-type: none"> <li>› Able to demonstrate ability to develop and implement innovative ideas to improve the service or way of working</li> </ul>	E		X	
<b>Engaged</b> <ul style="list-style-type: none"> <li>› Demonstrates that they are passionate about their work and what KNH is trying to achieve</li> </ul>	E		X	
<b>Respectful</b> <ul style="list-style-type: none"> <li>› Treats people as individuals, courteous, kind, and considers cultural sensitivities.</li> </ul>	E		X	
<b>Customer Focused</b> <ul style="list-style-type: none"> <li>› Able to demonstrate delivery of excellent customer service, within a customer focused environment</li> </ul>	E		X	
<b>Honest</b> <ul style="list-style-type: none"> <li>› Proven track record of being transparent and open</li> </ul>	E		X	
<b><u>Other Requirements</u></b>				
<ul style="list-style-type: none"> <li>› Ability to travel around the borough</li> </ul>	E	X		
<ul style="list-style-type: none"> <li>› Willingness to undertake training courses relevant to the post</li> </ul>	E	X		
<ul style="list-style-type: none"> <li>› Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs)</li> </ul>	E	X		

This post may require a Disclosure and Barring Service Check (DBS) and any appointment to the post may be subject to the candidate having

an acceptable DBS check. HR will confirm whether this is applicable to the post.

This job description and person specification reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the Line Manager, the post holder and Human Resources.

**Signature of Post Holder:**

**Date:**