

Northumberland County Council
JOB DESCRIPTION

Post Title: Performance Assistant		Director/Service/Sector Children's Services – Performance and Systems Support team		Office Use
Band: 3		Workplace: Hybrid (2 days County Hall, 3 working from home)		JE ref: 1989 HRMS ref:
Responsible to: Senior Analyst		Date: 04/04/24	Manager Lever: N/A	
Job Purpose: Assist with the organisation and provision of performance and business support to senior colleagues and service clients by undertaking a range of technical tasks. Below is an overview of the type of duties the post holder may be required to undertake.				
Resources		Whilst not directly line managing staff, this post provides support and vital information for a range of senior colleagues including Heads of Service, Directors, and front-line service clients (e.g. schools, children's centres, social care offices) supplying them with data and information to help support decisions and help them inform their self evaluation. This post is required to deputise for senior colleagues when required. This post supports the work of the senior officers for example in producing statutory returns. May oversee junior staff, as necessary		
Staff				
Finance		This team carries out work as part of service level agreements / grant conditions, and this post contributes to the delivery of the service level agreement and payment by results returns and therefore supporting the service's budget.		
Physical		This post has a key role in collecting, processing and validating statutory data returns and maintaining the council's client-level databases. Assessment moderation for key stage 1 tests, maintenance of case file audit and workload profile systems in social care services Accurate and timely collection and maintenance of data systems.		
Clients		All staff in schools, children's centres and social care offices, plus senior management within the council. This post often needs to respond quickly and accurately to a diverse range of information requests which can have far reaching implications for the council and schools, particularly during inspections		
Duties and key result areas:				
1. Assist with the organisation of the work of a small group or team as required helping less experienced colleagues to resolve queries				
2. Process, check and validate information from a variety of systems, reconcile errors and omissions, liaise with internal and external sources as necessary to meet statutory, corporate and directorate requirements				
3. Maintain and use a wide range of technical systems supporting the activities of the organisation by investigating, collating, recording and extracting data in accordance with prescribed boundaries				
4. To assist in the production and distribution of routine statistical reports and analysis of resulting data				
5. To assist in the development of procedures, as required by line management				

6. Deal with and respond to external sources (clients, suppliers, public, other public bodies) resolving non-routine queries, data requests and problems, which can often be complex and detailed, and require calm, structured, and swift response in a pressurised situation (e.g. school inspections)
7. Gather, enter and analyse data in spreadsheets, databases and other electronic information storage systems, extract and distribute information as directed.
8. Undertake the design and implementation of projects with the ability to prioritise, plan workloads and organise activities
9. Maintain electronic information systems such as client records, booking systems and reference materials in a manner that ensures high levels of precision, accuracy, confidentiality, rapid access and ease of use.
10. Support others in discharging their duties, as required by line management.
11. To assist with the maintaining and monitoring of action plans.
12. Assist in the compilation of policy and procedural work
13. To present information using a variety of methods, predominantly charts and tables.
14. To assist in the directorate's contribution to strategic initiatives.
15. To assist in preparing for external performance assessment as identified by line management.
16. To handle data within the parameters of the Council's data protection policies
17. To promote the Council's approach to data quality
18. To work within the guidelines of the corporate and directorate equal opportunities frameworks and act with integrity and respect towards colleagues and service users
19. To undertake any other duties of a similar level and responsibility as may be required by the Director of Children's Services from time to time
20. To undertake learning and development as required by line management

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements: The post holder may need to travel to various parts of the county regularly

Working patterns: Full time

Working conditions: Flexible working

PERSON SPECIFICATION: candidates will be assessed via Application Form (A), Interview (I), Work-related exercise / test (E) and References (R)

Post Title: PERFORMANCE ASSISTANT		Director/Service/Sector: CHILDREN'S SERVICES GROUP		Ref: 1989
Essential		Desirable		
Knowledge and Qualifications				
NVQ Level 2 or equivalent in a technical, business or numeracy related discipline (A) Knowledge of the techniques required to deliver accurate and robust management information (A, I) Knowledge of spreadsheets and / or databases (A, I, E) Knowledge of Microsoft systems e.g. Excel, Power Query, Power BI (E)		NVQ Level 3 or higher in a technical or business-related discipline (A) Knowledge of the role of Children's services within a local authority (I)		
Experience				
Significant proven experience, gained either in the workplace or through study, demonstrating: Assembling data headlines from a variety of data sources (e.g. spreadsheets) (I, E) Use of IT (e.g. Power BI, Excel) to analyse and visualise information (I, E) Production of statistical information e.g. key performance indicators (I) Experience in delivering data to meet clients' specifications (A, I , E)		Significant proven experience of working in an education, social care, health or related setting in an area related to management information or ICT (A)		
Skills and competencies				
Skilled in using Microsoft software (e.g. Excel, Power BI) to enable effective data collection, processing and analysis (I, E) Ability to collect and analyse information from both electronic and paper records in an effective manner (I) Ability to learn how to use analytical software such as Tableau (A, I) Ability to communicate effectively (verbally and in writing) (A, I) Ability to meet tight deadlines (A, I)		Advanced skills in Microsoft Excel and/or Power BI (I, E) Experience of client information systems in a large organisation (I) Commitment to the culture of continuous improvement and partnership working (I)		

<p>Ready to be involved in new areas of work to learn and develop for the benefit of themselves and the service (I)</p> <p>Ability to work flexibly and collaboratively in seeking desired outcomes (I)</p> <p>An awareness of the importance of confidentiality (I)</p> <p>Able to manipulate numerical data using arithmetic functions quickly, precisely with high degrees of accuracy (E)</p> <p>Able to follow instructions and procedures, and organise self and work with moderate level of supervision (R)</p> <p>Works in a systematic and orderly manner (R)</p> <p>Willingness to pursue training in any area of work relevant to the job description and grading of the post (I, R)</p> <p>Ability to participate in meetings, to take requests away and follow them up (R)</p>		
Physical, mental, emotional and environmental demands		
<p>Able to meet the transport requirements of the post (I)</p> <p>Regular periods of concentrated mental attention to work with high levels of precision and accuracy with some pressure from deadlines, interruptions and conflicting demands (R)</p> <p>Able to work in a pressurised situation and occasional long hours, such as formal inspections, whilst empathising with clients' emotional needs (R)</p> <p>Constant use of IT (R)</p>		
Motivation		
<p>A commitment to providing a quality support service. (R)</p> <p>Reliable and keeps good time. (R)</p> <p>Demonstrates integrity and upholds values and principles. (R)</p> <p>Promotes equal opportunities and diversity in all aspects of work. (R)</p> <p>Appropriately follows instructions to achieve set objectives. (R)</p> <p>Works collaboratively to achieve team spirit. (R)</p> <p>Adapts to change by adopting a flexible and cooperative attitude. (R)</p>		