



**LONDON BOROUGH OF MERTON**  
**COMMUNITY AND HOUSING DEPARTMENT**  
**JOB DESCRIPTION**

**Post Title:** Business Intelligence and Performance Manager

**Grade:** ME15

**Division/Section:** Commissioning and Market Development

**Location:** Civic Centre

**Responsible to:** Head of Commissioning and Market Development

**Responsible for:** Strategic Intelligence analyst, Senior Business Intelligence Officer, Business Intelligence Support Officer, cross-service and function Project Teams as required.

**Post number:**

**Date:** January2020

## **1. MAIN PURPOSE**

To provide high level strategic intelligence and analysis to inform, influence and shape Departmental policy making, strategy development and budget planning including investment and disinvestment business cases.

To lead and manage all aspects of business intelligence, data and performance management for the Community & Housing Department spanning Adult Social Care, housing, Public Health and Libraries and Lifelong Learning. To lead and manage cross-service and function project teams to deliver Departmental improvement priorities.

To lead and manage the departments' statutory and non-statutory reporting of business intelligence and performance. Ensuring national statutory data returns are produced, accurate and submitted to the relevant central Government departments on time. Lead on production of local business intelligence and performance reports periodically for DMT, CMT, LSG and Cabinet.

Provide critical business support to ensure the department is able to deliver efficient and effective services, make decisions about service development and improvement and act with clarity; guided by and based on timely performance data, benchmarking, business insight and intelligence.

To lead and manage the Business Intelligence and Performance team to provide effective, dynamic, agile and proactive business intelligence reporting for Community & Housing

## **2. MAIN DUTIES AND RESPONSIBILITIES**

- To manage data capture and data quality through the departments Client Record Management and other information systems. Analyse data to provide reporting on demand patterns, service utilisation trends and customer profiling. To advise on systems improvement opportunities and propose the initiation of projects to mobilise best practice in data and performance, focusing on proactive business intelligence. To lead on the delivery of approved projects, including the management of cross-service and function project teams.
- Provide a range of reporting structures to the department from high-level dynamic and agile real time reporting to detailed service data used for policy, strategy and business case development. The range of data and business intelligence reports will cut across Community & Housing and include snapshot, horizontal and longitudinal data.
- To convert data into useable business intelligence to enable effective and cost efficient delivery, supporting managers to understand and use evidence based business intelligence and to improve performance, for example through business process reviews.
- To provide a high quality business intelligence function that enables the Department Management Team to make evidence based business decisions. Ensure the wider department has systems in place to provide high quality information, research, analysis and data that adds value to service delivery and continuous improvement.
- To act as an expert advisor for Community & Housing in the use of performance management techniques, technology and processes to enable more informed and robust decision making across commissioning activity; operational service delivery; strategic management decisions; policy development and financial planning.
- To develop and deliver an appropriate performance and quality framework for the Directorate to enable information to be fed in to the corporate and national performance systems. Develop Balanced Score Cards across the Directorate.
- To provide strategic leadership of the Business Intelligence and Performance Team in C&H, promoting excellence in data management, performance management, research, analysis, quality assurance, information governance and complaints functions across the council.

- To provide expert social care intelligence advice to local authority colleagues (social care and non-social care) in relation to the social care outcomes framework, NHS Outcomes Framework and other relevant guidance.
- To be responsible for Statutory reporting returns to government and other statutory bodies and to ensure that they are submitted accurately and on time to enable full compliance with the Performance Assessment Framework. Including but not limited to: NMDS (National Minimum Dataset) returns for Skills for Care, DTOC reporting and BCF performance reporting
- Assist and advise the Director of Community and Housing and Assistant Directors in co-ordinating the response to the information requirements of the Care Quality Commission self-assessment processes and other performance monitoring and inspection frameworks.
- Develop, manage and maintain consistent and coherent performance data reporting and support systems, anticipating peaks in demand and pro-actively manage resources and expectations to ensure that all targets are met
- Contribute to the service planning process. Manage the production, monitoring and maintenance of the service plan data and performance requirements for Community and Housing.
- Work in partnership with managers to design and put in place plans for improving areas of low performance within their areas of service and ensure effective monitoring. Initiate audits and other review mechanisms to reconcile and ensure robustness and quality of performance data and financial information.
- Be continually aware of national policy developments, both statutory and non-statutory relating to performance measurement of Adult Social Care.
- Undertake specific project work as directed, identifying and negotiating appropriate resources and providing regular progress reports.
- Represent the Council and Department in external networks and groups relating to business intelligence, data and performance. Regularly benchmark against other councils approaches to performance and business intelligence and ensure best practice in local work.
- Manage and develop Business Intelligence staff in accordance with the Authority's performance management scheme including regular supervision, individual performance targets and yearly appraisals.
- Provide Leadership to the team, enabling members to embrace and move forward with changes in a positive, enthusiastic and effective way.
- Comply with all legislative requirements, including data protection, freedom of information, health and safety and the Council's equal opportunities and diversity policies.

- Be aware and understand the Council's Equal Opportunities Policy and ensure that at all times the duties of the post are carried out in accordance with the policy.
- Ensure the Corporate and Departmental Health and Safety Policies are implemented at all times and to raise any concerns regarding their operation, or any health and safety matter with the appropriate senior manager.
- Undertake such duties as may be required by, or on behalf of the department provided they fall within the range and scope of the duties of the post as set out in the preceding paragraphs and are commensurate with the grade of the post.



**LONDON BOROUGH OF MERTON**  
**COMMUNITY AND HOUSING DEPARTMENT**  
**PERSON SPECIFICATION**

**POST TITLE:** Business Intelligence Manager

**Grade:** ME15

**Date:** June 2019

**Knowledge**

- Strategic understanding of information, intelligence, data analytics and knowledge management. Knowledge of analytical and statistical methods to be used in the analysis of data.
- Advanced knowledge of diverse information systems used in health and local government and knowledge of working through issues of reporting systems
- Advanced knowledge of Excel (in-depth use of functions, statistical tools and VB). Familiarity or Experience with SQL or Access
- Understanding of the development, use and interpretation of health and social care indicators in Local Government and NHS
- Working knowledge of principles of data management, data quality, data security and confidentiality issues

**Experience**

- Substantial experience of work in social care, health, academic, or related field
- Experience of social care information analysis, working at a senior level and responsible for statutory data returns across a number of local government departments
- Familiarity with key Local Government and social care related policy
- Experience and ability to work in partnership with other organisations

## **Skills**

- Able to analyse, interpret and present quantitative and qualitative data
- Able to work to tight deadlines, plan projects and workload and balance priorities for delivery
- Skilled in analysis and interpretation of data and turning data in to meaningful presentations
- Good written and verbal communication skills, with the ability to convey complex statistical matters and their interpretation to a range of audiences by use of clear presentation methods
- Facilitation and networking skills to allow development of relationships with Local Authority, NHS and Commissioning Support Unit partners
- Able to interpret requests for information and to formulate the most appropriate response to customers
- Able to work on own initiative within broad guidelines and to determine the best way of achieving agreed objectives
- Able to work as part of a team
- Able to concentrate for long time periods of time on complex and detailed data analysis
- Training and Presentation skills
- Report Writing skills
- Able to manage and train staff in own specialist area
- Able to maintain good working relationships with key external bodies
- A demonstrable commitment to the Council's vision, aims and core values.