

Job Description

Job Title	Performance and Intelligence Manager
Directorate	Children and Young Peoples Services
Service Area	Practice Improvement and Development
Grade	10
Competency Level	2
Salary	£58,543 - £64,645
Job Type	Hybrid
Location	Cunard Building
Disclosure and Barring Service (DBS)	Not required
Job Evaluation Ref No	A10246

Job Purpose

To manage the production and impactful use of performance and intelligence products for the Children and Young People's Services Directorate and our partners.

This includes:

- Completing, distributing and presenting all performance and intelligence reporting products developed as part of the Children's Services Performance Framework

- Working with management groups to establish clear target setting and monitoring arrangements covering the full breadth of our work
- Developing the team and service, ensuring the continuing best use of technology in alignment with the Council's Digital and Data Strategies
- Overseeing Data Collection and Data Management activities

Directly Responsible For:

Performance Manager and Deputy Education Performance Manager

Directly Responsible To:

Head of Performance and Systems

Main Areas of Responsibility:

- Completing, distributing and presenting all performance and intelligence reporting products developed as part of the Children's Services Performance Framework
- Working with management groups to establish clear target setting and monitoring arrangements covering the full breadth of our work
- Presenting performance and intelligence information to a wide range of audiences and stakeholder groups, include politicians, senior officers and senior colleagues from partner organisations
- Taking a lead role for Liverpool's participation in local, regional and national projects and programmes of work relating to performance, intelligence and data analysis
- Day-to-day management of the Performance and Intelligence team
- Working with the Senior Analyst to design and develop interactive reporting that supports rapid, real-time performance improvements across our service areas

- Overseeing the professional development of technical managers and staff with Performance and Intelligence roles, to ensure that the council is able to make efficient and effective use of new technologies for performance and intelligence
- Leading on the development of policy regarding the development and use of intelligence products for the Children and Young Peoples Services Directorate
- Ensuring that effective Data Quality policies and procedures are in place, particularly for statutory and mandatory data
- Working with colleagues across the whole of the Council, and particularly the Corporate Intelligence and ICT & Digital teams, to achieve a cohesive shared view of our performance and progress
- Monitor and understand the emerging policy landscape relating to Children's Services, Education and SEND, and ensure that the impacts and opportunities of policy change are highlighted and understood
- Acting as the senior professional lead for this service area, supporting and mentoring others to improve their skills and understanding of the use of analytical tools and processes, including the use of inferential statistics

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

- Being accountable for the planning and day-to-day monitoring of the budget relating to Performance Analysis, including staffing, ad-hoc research and analysis projects and specialist training / development activity

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This role is primarily a desk-based role and is therefore likely to involve long periods of sitting and of computer use

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- A Degree or degree-level training with a significant quantitative analysis component (or equivalent by experience) (A)
- A management qualification at least at Level 5 (or equivalent by experience) (A)

Desirable

- Formal training in the use of data analysis and presentation tools (e.g. Power BI)
- Formal training in the use of data management tools (e.g. SQL)
- Training or experience in the use of formal qualitative analysis techniques
- Qualifications or training related to financial data, and in particular to public accounting

Experience

Essential

- Experience of managing a performance and analysis team, including the supervision and professional development of technical, professional analytical line management staff, working with statutory data, and of supporting statutory inspection (A, I)



- Experience of compiling concise, accessible performance information and analysis, including policy analysis, from a variety of data sources and types for a range of audiences including Directors and Elected Members (A, I, E)
- Experience of establishing, managing and maintaining performance frameworks for Children, Schools and Families or a similar discipline, including designing and managing partnership performance frameworks and developing policy relating to the production and use of performance and intelligence products (A)
- Understanding of the developing technology landscape for analysis and intelligence, including Artificial Intelligence applications (A, I)

Desirable

- Experience of working with Risk Management information
- Experience of developing and implementing strategies for performance improvement
- Specific experience of supporting an intelligence function during children's services and/or SEND inspections
- Knowledge of the legal frameworks relating to Children's Services
- Experience of working with managers and senior colleagues from partner organisations to develop impactful performance management arrangements and a shared understanding of performance information, including managing target-setting and benchmarking activities
- Knowledge of the developing landscape and specific area-wide challenges for children and young people with SEND

Skills/Abilities

Essential

- Quantitative analysis skills, including a high level of statistical ability and the ability to plan, assess and project financial information (A, I, E)
- Management skills, including the ability to employ a range of management styles appropriate to task and context and the ability to develop policy regarding the production and use of performance and intelligence products (A, I)
- A very high level of ability in written English, to be able to provide impactful written reports for a wide range of audiences (A, I, E)
- The political sensitivity and ability to work with a wide range of partners and colleagues across organisations, including those in political roles (A)

Desirable

- The ability to develop and to supervise the development of interactive reporting products
- Skills in policy analysis
- The ability to use data extraction and management tools
- Experience of using new technologies for analysis and intelligence, including Artificial Intelligence applications
- Specific experiencing in developing the use of Microsoft Copilot for analysis
- Specific experience in or understanding of the use of Microsoft Fabric

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Focused on project delivery and customer satisfaction
- Understand and anticipate customer's needs and aspirations, owning their issues through to resolution
- Ownership of problems
- Desire to learn; improve, progress, personally and within the context of a team

