

Job Description and Person Specification

Role: Performance and Improvement Manager



Job Description

Job Title	Performance and Improvement Manager
Grade	G8
Service	Children Services
Reports to	Early Help Manager Supporting Families (Performance)
Location	City wide
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our Priorities: Increasing the economic prosperity of the city and region, improving outcomes and tackling inequalities within our communities, and tackling the causes and consequences of climate change.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

1. Responsible to the Early Help Manager (Supporting Families, Performance) and Operational Lead for the overall business performance and Quality Assurance of the service area and to take a lead role regarding the project management of the Supporting Families Programme in Children Services
2. Lead on the development and implementation of integrated systems, process and practices across Supporting Families and Childrens Services, to enable the recording and monitoring of outcomes for children and their families to evidence the impact of early help and protection services, identify service gaps, good practice and trends and patterns that can be fed back into strategic planning.
3. To provide effective line management to the Supporting Families Practice and Performance team

Main Duties & Key Accountabilities

- 1.To line manage the Supporting Families team, providing effective leadership, management and supervision of staff, in line with corporate Human Resource processes and our Behaviours approach.
2. Lead workforce development on Supporting Families and associated programmes to Childrens services and partner agencies, to ensure consistency in the use of data to measure outcomes for families and performance systems.
- 3.To contribute to the development and implementation of whole service and partnership wide systems to record baseline and outcome data for families worked through Supporting Families approach to enable the improvement in outcomes over time.
4. Lead and manage the Payment by Results claims, ensuring they are validated and approved by the Council's Audit Team.
5. Prepare plans and present reports (including performance monitoring reports) of a high standard on the work of the service area in line with corporate and directorate requirements, to be presented to a wide range of audiences, including the Department of Education, the Early Help Strategic Partnership (Sub Group of CSCP) , Corporate Leadership Teams and for Executive and Scrutiny purposes; advise on action in response to variances in performance targets and the impact of these; and conduct analysis and report on research findings to inform baseline reports.
6. Oversee the process for data matching Supporting Families with the Department of Work and Pensions, to identify families eligible for employment support.

7. To contribute and support the development of networks to share/exchange information, experience and best practice to enable effective development of performance and financial management systems and delivery of services locally, regionally and nationally.
8. To lead on completing bids for any external funding linked to Early Help or work with children and families.
9. Develop and maintain an understanding of current national policy in relation to Supporting Families and associated programmes, in particular to the associated performance and financial systems.
10. In conjunction with the Supporting Families Early Help Manager and other senior managers, lead on project management of the Supporting Families and associated programme(s), maintaining a strategic overview of finance and performance for Children's services and Supporting Families,
11. Take a leadership role in the continuous development of performance management systems across the service; in order to meet national, regional, local and Ofsted reporting requirements.
12. Provide accurate and timely information for service managers to understand the business needs; and coordinate the service formal planning and performance reporting processes for Corporate, Cabinet Member and operational plans, ensuring deadlines are met.
13. Assisting in the preparation and presenting of reports for Cabinet and management team as required,
14. Participate, along with other team leaders, in the development, coordination and implementation of strategic and operational policies and plans for the delivery of services to children and their families including inputting into Children's service OFSTED Inspection and Supporting Families and Early Help Plans.
15. Facilitate collaborative working in a multi-agency context with relation to performance, data and the understanding of the Supporting Families and associated programmes to ensure that system developments promote good practice in accordance with relevant policies procedures and legislation.
16. Contribute to the monitoring and reporting on Quality Assurance activity across Early Help and Protection services and Supporting Families to co-ordinate and manage practice development responses.
17. To be responsible for managing the data base for the Double Loop Quality Assurance Learning activity (including parent and young people feedback) and compiling reports on the data collected for the Operational Leads.

18. To support Operational Leads with data collation and reports on Dip sampling activity for Help and Protection service.
19. Be responsible for specific projects as directed by the Strategic Lead for Help and Protection, Operational Leads and Supporting Families Early Help Manager on complex cross service projects or tasks on behalf of Help and Protection.

Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Senior officials from Dept of Education Members of the Early Help Strategic Partnership including senior managers across schools, health services CSCP	Internal Members of CSLT Children Services Operational leaders Social care team managers Data and Insight team Education colleagues Supporting Families teams
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: Practice and Performance analysts and Temporary Data Analysts as and when required to support the Business

Person specification

Job Evaluation Code	
Knowledge	
Knowledge of the Supporting Families Programme	
Knowledge of current policy and practice of Early Intervention and Prevention and the Early Help Assessment Framework	
Planning and project management strategies	
Key local authority legislation and issues across the directorate	
How to cultivate and improve relationships across the sector to achieve organisational objectives	
Key issues in supporting health and safety practices in a large organisation	
Business continuity management	
How organisational arrangements can help promote diversity and anti-discriminatory employment and service delivery	
Knowledge of the commissioning processes	
Experience	
Working in a political environment	
Experience of successful working in a performance management or programme management environment	
Successful management of staff, projects and resources in a large organisation	
Strategic, contingency and business continuity planning	
Working to or exceeding organisational standards in health, safety, equalities, governance and personnel	
Experience of commissioning services	
Significant experience in designing, implementing and managing performance management and quality assurance systems	
Understanding of information governance (e.g. Data Protection Act, Children's Act, etc) and data sharing to support the integration of information relating to families.	
Experience of partnership working, developing networks to share information, experience and best practice in performance management	
Experienced in providing user support and training to staff across a service to ensure consistency in the use of data	

Skills and Abilities:
Ability to motivate, manage, lead and develop staff and delegate work as required
Skilled in numerical and mathematical reasoning to support the collation, analysis and interpretation of performance and financial data
The ability to organise and present high quality written, numerical and graphical information in a clear, concise and informative way, to a wide range of audiences, both within and outside the organisation, including delivering presentations.
Ability to design, implement and support organisational arrangements that facilitate the delivery of the organisation's values and goals
Ability to manage and co-ordinate resources, particularly in a project management environment.
Ability to operate successfully at a senior level across organisational boundaries in a political environment, utilising strong problem solving and conflict resolution skills
Adaptability, especially the capacity to able to investigate an issue and develop solutions to requirements when the subject may be outside the immediate knowledge of the post-holder
Proven ability to deliver performance management systems, which are outcome focused, and effectively use spreadsheets and databases for data analysis
Accurate and reliable in handling data and ensuring data is valid, consistent and up to date
Able to challenge existing ways of working, develop a range of options and make recommendations on the way forward
Qualifications
Educated to degree level or equivalent in Health, Education or Social Care practice and or Data Analysis
Evidence of continuous personal and professional developments
Special Requirements
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Created	25-11-19	Date Reviewed	11.7.24
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