Kent County Council
Job Description: Senior Technical Performance Analyst

Directorate:	**Adult Social Care and Health**
Unit/Section:	**ASC Performance Team – Transformation and Delivery Support Unit**
Grade:	**KR10**
Responsible to:	**ASCH Performance Manager**

Purpose of the Job:

The post holder will support the establishment of an effective performance management framework across Adult Social Care and Health by ensuring the effective use of reporting architecture and tools in order to extract, analyse and present accurate social care information.

Main duties and responsibilities:

- Lead on the technical aspects required to deliver a high-quality performance reporting function across all system and ensure timely completion of statutory reporting to inform senior managers and operation teams, as well as meet statutory obligations.
- Manage the use of technical reporting architecture (such as a data warehouse/data lake) to combine data sets for all systems supporting Adult Social Care and Health, enabling more intelligent use of data and the use of integrated data sets. Ensure compliance with information governance requirements to reduce risks of data breaches and poor inspection ratings.
- Work with partners to develop joint reporting solutions, providing the business with the full context of an individual's information to best support the person.
- Trouble-shoot where technical issues occur, identifying solutions and liaising with appropriate staff to ensure a timely resolution to problems and return to normal service.
- Respond to technical and specialist requests for data from a wide variety of sources and effectively prioritise and delegate tasks to support the business needs.
- Liaise with Senior Performance Analyst, operational teams and Systems colleagues to capture reporting requirements, and develop and maintain reports from the range of systems used to support ASCH, Finance and Commissioning.
- Manage the delivery of reports to promote open and transparent access to reporting at all levels of the organization.
- Keep up to date with changing technology, maintaining technical knowledge and skills.
- Line management responsibility for the Technical Performance Analyst, completing regular supervisions, managing leave requests and workload priorities to encourage positive work outcomes.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council
Person Specification: Senior Technical Performance Analyst

The following outlines the criteria for this post.   Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• Relevant degree level study or equivalent professional qualification. • Clear commitment to further personal and professional development. • Kent Manager (or willing to work towards achieving Kent Manager)
EXPERIENCE	• Experience of social care client systems. • Experience of writing reports in a range of Business Intelligence applications: i.e. Power BI. • Established experience of managing, building, analysing and reporting on large, complex datasets and using Data Warehouses and Data Lakes. • Advanced Microsoft applications.
SKILLS AND ABILITIES	• Able to lead on complex technical tasks leading to coherent and well-informed guidance/advice to staff, customers and stakeholders. • Ensure the accuracy of reports and work with colleagues to identify and implement any data quality improvements. • Strong SQL Server T-SQL skills, and a familiarity with data structures of Mosaic, including the datamart tables. • Developed presentation and communication skills with the ability to articulate complex concepts and ideas impartially to non-specialist audiences. • Ability to interact effectively between different levels of the organisation, between directorates and with other agencies. • Ability to understand the priorities and importance of own workload and to prioritise in line with team objectives
KNOWLEDGE	• Knowledge of Power BI and the technical aspects required to implement and maintain a working environment. • Proficient knowledge and understanding of legislative and policy requirements in relation to management information within adult services setting and how they apply to the role and wider team.
BEHAVIOURS AND KENT VALUES	**Kent Values:** • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all

	• We are strong together by sharing knowledge • We are all responsible for the difference we make Our values enable us to build a culture that is: • Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile • Curious - constantly learning and evolving • Compassionate and Inclusive - compassionate, understanding and respectful to all • Working Together - building and delivering for the best interests of Kent • Empowering - Our people take accountability for their decisions and actions • Externally Focused - Residents, families and communities at the heart of decision making.

Organisational Responsibilities

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

Whole Council

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives.

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery

- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets.