

Data & Performance Lead

(Salary as advertised)

Hackney

37.5 hours per week

Permanent

1. Main purpose of the role

The post holder will hold responsibility for overseeing the efficient collection, inputting and recording of all data across the Hackney Recover Service, including the preparation and analysis of statistical data and reports. The Data and Performance lead will support the service through development and analysis of reports using available tools including Excel, SharePoint and third party case management systems such as Nebula.

The post holder will also be responsible for line managing and providing regular supervision to the administrators within the service.

The post holder will offer administrative, clerical, reception and general office support to the service and contribute towards the Service aims and objectives.

These responsibilities are intended as an exhaustive list and may change from time to time in order to meet the changing needs of the service.

2. Reporting and working relationships

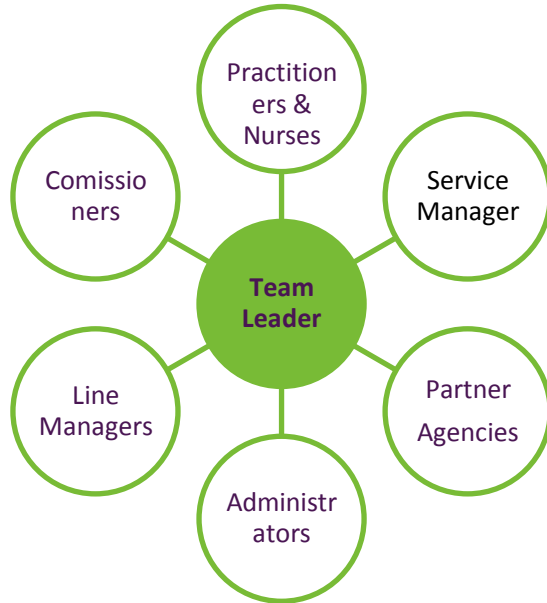
Reporting relationships:

- ▶ **Reports to** Service Manager
- ▶ **Line manages** Data Administrators x 5



Working relationships:

- ▶ Operations Manager
- ▶ Service Managers and Team Leaders
- ▶ Administrators
- ▶ Practitioners & Nurses
- ▶ Partner Agencies
- ▶ Commissioners



3. Role-specific responsibilities

3.1	To provide effective analysis of the management information WDP produces, both internally and externally.
3.2	To produce regular and ad-hoc data reports to services and managers
3.3	To ensure Hackney Recovery Service has the systems and processes in place to capture data effectively
3.4	To ensure Hackney Recovery Service is able to respond to commissioners' and funders' data requirements
3.5	To support services by providing NDTMS and DIRDET expertise and guidance
3.6	To provide analysis of wider health data as necessary
3.7	To maintain and develop local SharePoint, Excel and other data capture, transformation and reporting systems
3.8	Support implementation and configuration of local case management systems

3.9	To provide support and training to managers and staff on management information, performance management processes, data collection and IT software, as and when required.
3.10	To lead on the collation and submission of data to NDTMS
3.11	To stay abreast of external changes (e.g. PHE policy) that may impact on WDP's data collection requirements and data quality.
3.12	To identify and communicate good practice for improving and sustaining high levels of data quality and service performance
3.13	To provide line management to service administrators and ensure they have the appropriate support, training and guidance they need to carry out their duties
3.14	To support administrators with daily tasks relating to finance, premises, data entry, health and safety
3.15	Manage and coach a team of Administrators and Receptionists.
3.16	Develop and sustain a high quality and motivated team of administrators ensuring positive reception and contact with service users and external services.
3.17	Contribute to planning, development and organisation of systems/procedures/policies.
3.18	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ To be an active and positive member of the team ▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation ▶ To comply with WDP's policies and procedures ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable. ▶ To comply with Infection Prevention and Control policies ▶ To observe professional integrity in relationships with all stakeholders ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.

4. WDP's commitment to you

WDP works within the following framework and requires all employees to do the same.

4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP's services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP</p>

	service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.
5. Your commitment to WDP	
5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health & Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>

5.7	<p><u>Continuous Professional and Personal Development</u></p> <p>Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.</p>
<p><i>The above is an outline of the post holder’s duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i></p>	

Person specification **E/D Measured by**

Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).

Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.

1.	Education, knowledge and experience	E/D	Measured by
1.1	Intermediate level MS Excel	E	A/I
1.2	Working knowledge of DET / DIRDET / Nebula	D	A/I
1.3	Experience of developing data reports to meet business need	E	A/I
1.4	Proven track record of working with complex datasets	E	A/I
1.5	Experience of presenting to senior internal and external audiences	E	A/I
1.6	Experience of PHE substance misuse datasets (e.g. NDTMS)	E	A/I
1.7	Experience of staff management	D	A/I
1.8	Experience of working with Payment by Results	D	A/I
1.9	Experience of developing and delivering training packages	E	A/I

2.	Abilities and skills		
2.1	Proven written and oral communication skills	E	A/I
2.2	Able to automate complex tasks (e.g. Excel VBA)	D	A/I
2.3	An understanding of data quality and data security principles	E	A/I
2.4	Able to work effectively, independently and collaboratively	E	A/I
2.5	Proven project management skills	D	A/I
3.	Working within WDP's framework of commitments to employees		
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I
4.	Key competencies		
4.1	Commitment to customer service.	E	A/I
4.2	Effective communication, written and verbal.	E	A/I
4.3	Collaborative working, both within a team environment and with partner services.	E	A/I
4.4	Working with change and promoting innovative practices	E	A/I

4.5	Excellent verbal presentation skills	E	A/I		
4.6	Proficiency of delivering written and verbal content to a wide audience	E	A/I		
5. Equality, diversity, vision, mission and values					
5.1	An empathy for and understanding of our mission, vision and values.	E	A/I		
5.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I		
5.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I		
5.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I		
6. Circumstances					
6.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I		
6.2	A flexible approach to workload.	E	A/I		
			Authors		
	Version number	Date	Initials	Initials	Initials
	1.2	24/04/2018	MT		
	1.1	17/07/2017	MT		
	1.0	06/11/2015	LP	BI	