

## JOB DESCRIPTION FORM

**Job Title:** **Head of Performance and Intelligence**

**Job Holder:**

**Reports to:  
(Name & Title)** Mandy Pullen, Service Director, People, Business Intelligence & Transformation

### 1. Job Purpose:

The role is based in our Sand Martin House, our Peterborough Head Office, with the opportunity to work from home 1-2 days per week; travel to our Town Hall offices may occasionally be required.

This role leads a corporate and coordinated approach to performance and intelligence across the Council. The role will also lead on the co-ordination, oversight and reporting of the strategic partnerships held by the Council.

The role holder will effectively collaborate with partners to create a performance and intelligence agenda to support performance management and in so doing the delivery of the Council Corporate Plan and Key Objectives.

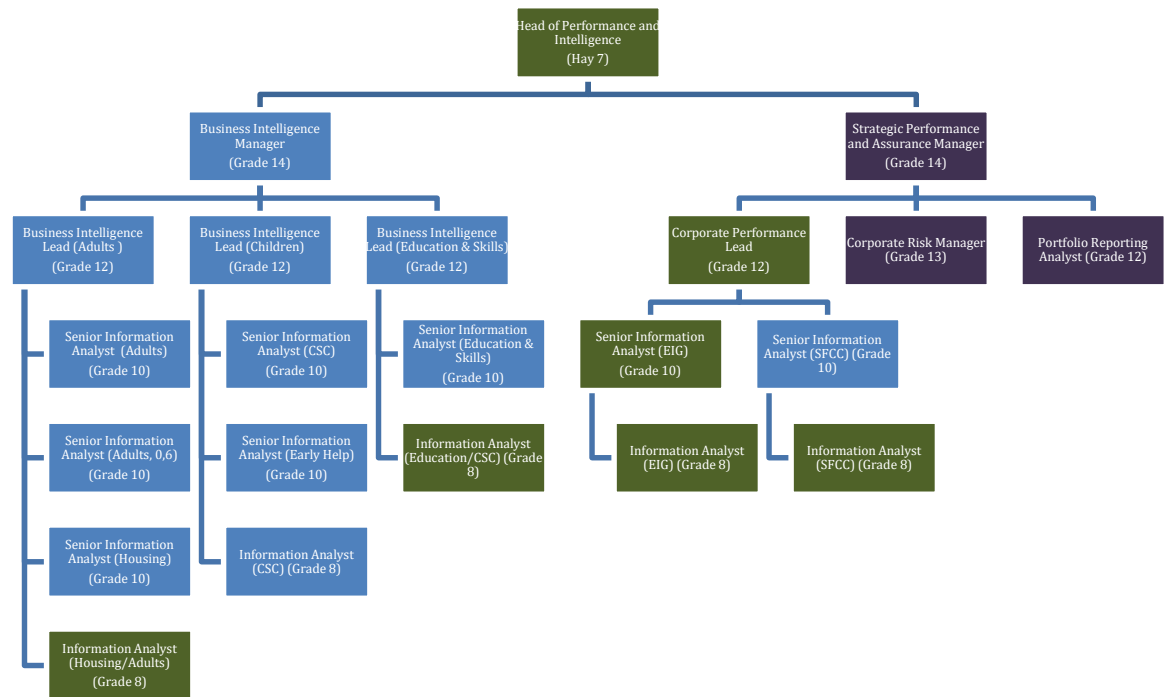
Reporting to the Service Director for People, Business Intelligence & Transformation, the role holder will work with the Chief Executive and Corporate Leadership Team to ensure that all key strategic and policy decisions are informed by the best available analysis of performance and intelligence. The role will lead on developing effective monitoring and reporting mechanisms to ensure transparency in the outputs and outcomes for Peterborough.

The role holder will lead and manage a corporate performance and intelligence agenda and a programme of prioritised and targeted work to deliver on this agenda. This includes ensuring that effective operational reporting is available to key services and that all statutory returns to central government departments and agencies are completed accurately and on time.

### 2. Organisation:

The post will line manage 2-4 permanent Service Managers at Grades 12-14. The post will also have the capacity to line manage up to 4 temporary senior analyst roles to cover specific projects, in line with our Business Partnering approach.

Overall, this Head of Service role oversees a service area with 2 teams and 21 posts, as well as additional specialist temporary analytical staff appointed to any specific projects as required.



### 3. Leadership and collaboration:

This role leads on the management and development of a complex and technical service area, developing reporting and analysis for elected members of the council and the Council Leadership Team, as well as ensuring effective reporting and analysis to support decision-making for all areas of the Council.

At a strategic level, this involves planning and managing a long-term programme of work to improve our use of data and analysis, managing relationships with CLT members and with external partners (including Universities, ICS partners, Cambridgeshire Constabulary, Schools leaders, etc).

This role will also work with Service Managers to ensure that data and analysis staff work collaboratively across the organisation, modelling and supportive collaborative behaviours and planning opportunities for effective collaboration.

The postholder will also be responsibility for developing a culture of data and information literacy across the organisation, inspiring curiosity in our data and rigour in our decision-making.

#### 4. Governance:

- This role reports to the Service Director, People, Business Intelligence & Transformation.
- The postholder will be responsible for managing and developing the Council's Corporate Performance and Improvement Framework.
- The postholder will be responsible for presenting quarterly corporate performance reports to Cabinet, to the Council Leadership Team, and to the Council's Scrutiny Committees as required.
- The postholder is a member of the Council's Digital Transformation Board, and a Senior Responsible Officer for the Digital, Data and Analytics programme.

The postholder will support and ensure good governance through:

- Understanding and upholding the Constitution, Scheme of Financial Delegation and Contract Procedure Rules of the Council and ensuring that they are followed throughout the directorate.
- Supporting the democratic process, providing advice to elected members on the appropriate response to local and regional matters as well as the internal business of the Council.
- Championing effective management of risk and the active response to audit findings in relation to service delivery. Be jointly accountable with others in the Directorate for the local risk register and any aspects of the corporate risk register and corporate risk framework of the Council relevant to services areas that the postholder is accountable for.
- Ensure that teams under the postholders sphere of influence fulfil their duties in relation to standards, complaints, and scrutiny, maintaining an open culture of transparency, accountability, and ownership, taking responsibility for mistakes, putting them right and learning lessons for future improvement.



## 5. Innovation:

This post has a key role in overseeing innovation in the field of Digital, Data and Analytics. The postholder will have specific responsibility for ensuring that the Council's use of data and data tools results in a reporting platform that can be used for:

- Interactive self-service analytics for a wide range of service areas
- Data Science-based approaches to estimates, projections and modelling
- Artificial Intelligence applications

## 6 Equality, Diversity, and Inclusion:

This post has a key role in ensuring that our services are supporting the whole community of Peterborough. This includes processing, reporting and sharing on EDI monitoring data as part of all of our service reporting, and working with services to make the best use of demographic data published and shared as part of, for example, the national census.

The postholder will also lead on ensuring that the information we share with services as part of our analysis is accessible to all members of staff regardless of their accessibility requirements, and that publicly available information produced by the team is accessible to all residents.

More generally, the postholder will:

- Promote an organisational culture that is positive, safe, respectful, and compassionate, as well as open to change and feedback enabling everyone to feel empowered and valued.
- Act, always, in ways that create an inclusive environment where people can thrive and be empowered to do their best. Role model good behaviour and practice and proactively seek ways to ensure staff feel valued and develop a sense of belonging.
- Demonstrate awareness of the diverse needs of our residents to inform the decisions made about the services we deliver and ensuring a robust approach to equality impact assessments and their application to employment, service delivery and policy development.

## 7. Finance:

- Budget responsibility for a service area with an annual operational gross

revenue budget of £1,180,640

- The postholder will also be responsible for managing budgets for any Data & Analytics projects and programmes funded by external project funding, likely to be in the range of £100k-£500k p.a.

## 8 Staff:

Direct line management responsibility for:

- Business Intelligence Manager (Grade 14)
- Strategic Performance and Intelligence Manager (Grade 14)

There are 21 posts in total within the service.

## 9. Principle areas of accountability:

The post will be accountable for

- Corporate performance reporting, including maintaining the Council's Corporate Performance and Improvement Framework and quarterly reporting to CLT and Members against the Corporate Strategy
- Managing and maintaining service performance reporting for a range of key service areas
- Overseeing the production and submission of a range of statutory returns to central government agencies
- Overseeing the development of the Council's data and reporting architecture for Business Intelligence
- Managing information and data sharing activity between departments and with key partners
- Overseeing the Risk Management framework and risk reporting
- Overseeing data and intelligence production for statutory inspection
- Managing relationships with senior stakeholders to ensure that the development of performance & analysis products is prioritised to suit the needs of the council and partnership
- Horizon-scanning to ensure that the Council is aware of future applications of data, intelligence and reporting technology and plans BI and Performance service development to take advantage of innovation

## 10. Areas of responsibility:

The post holder will be responsible for the following service areas:

- Business Intelligence
- Corporate Performance and Assurance

## 11. Key relationships:

- Reports to Performance CLT, Cabinet and Scrutiny committees
- Attends departmental DMTs as required
- Shares SRO responsibility for Digital, Data and Analytics with the Service Director for IT & Digital Services
- Member of People, Business Intelligence and Transformation DMT
- Member of Digital Transformation Board
- Partnership contact for shared projects and data sharing with external partners (including ICS, Cambridgeshire Constabulary, ARU Peterborough)

## 12. Decision Making Authority:

### This post:

- Takes operational decisions relating to the business and statutory framework of the department, ensuring the Executive Director is kept informed of high-profile matters on a need-to-know basis.
- Informs and/or consults the Executive Director about all politically sensitive and complex matters relating to the business of the department.
- Takes responsibility for the development of strategic business and financial plans for their department in the context of a collaborative corporate and departmental planning framework.
- Takes responsibility for the financial management of their department within the overall budget directorate and corporate standing orders and financial regulations.
- Makes recommendations to the Executive Director in relation to strategic policy and planning of the department, recommending priorities, and developing plans in response to those priorities.
- Contributes to the strategic development of the department as a member of the senior management team.

## 13. Person Specification:

### Experience:

Significant and successful experience of:

- Leading and managing a service, including:
  - Team/staff management and development, including leading and developing staff in Service Management roles
  - Long-term service planning to achieve strategic Council objectives
  - Managing key relationships with senior stakeholders across the



- Council and partnerships
  - Budgetary control, for budgets of c. £1m+
  - Risk management (Corporate and Service)
- Working collaboratively as a senior representative of the service area to deliver shared organisational change.
- Leading on cultural change programmes

#### Role Specific:

- Leading a service with responsibility for the technical development of reporting infrastructure
- Managing the development and implementation of performance frameworks
- Senior Responsible Officer for Business Intelligence projects
- Experience of senior leadership responsibility for data & information support for statutory inspection activity
- Leading significant cultural change programmes to improve the organisation's data maturity, information literacy and evidence-based decision making

#### Skills and Knowledge:

#### *Ability to demonstrate:*

- An understanding of the contemporary public change agenda.
- Ability to negotiate complex matters of high value, translating those matters into action that best represents and protects the interests, desires, and good governance of the authority.
- Demonstrable continuous development and improvement of own leadership and professional practice.
- Ability to establish personal credibility as a positive agent for change. · Resilience and the ability to deal with conflict.
- Understanding of project, programmes, and transformation approaches
- Skills to provide creative solutions to complex problems together with high level analytical, presentational and communication skills.
- Ability to establish and sustain positive relationships that generate confidence, ability, and trust.
- Highly developed influencing and negotiation skills.
- Understanding of the barriers to organisational and cultural change and the commitment to being a catalyst for change.

#### *Role Specific:*

- Knowledge of the council's statutory functions relevant to the role.
- Knowledge of the applications of Business Intelligence products, and the

use of emerging technologies to improve effectiveness and efficiency in delivering intelligence

- Knowledge of approaches to developing Performance Frameworks, including partnership approaches to performance, and benchmarking activity
- Understanding and awareness of data and information security, including organisation-wide and partnership approaches to reducing information security risks

## Personal Effectiveness

### *Ability to demonstrate:*

- Ability to lead a service through a period of change to deliver the Council's strategic outcomes for Business Intelligence
- Ability to plan, manage and deliver outcomes in an area of work with a particularly high requirement for political awareness and pressure on resources
- Ability to identify and work collaboratively to realise innovative approaches to the use information and data
- Financial awareness
- Flexibility and adaptability to meet changing government, political and service requirements

## Qualifications

### Essential:

- Relevant undergraduate degree in a subject related to the role (or equivalent by experience)
- Relevant management qualification

### Desirable:

- Professional qualification relevant to the role
- Postgraduate degree in a subject relevant to the role
- Programme or project management qualifications

## **14. Additional Information:**

### **Political Restriction**

Not politically restricted

### **Context to Role**

### Operating

This role is about ensuring that the Council is developing an efficient and effective approach to the use of data and information for decision-making. This covers the decision-making at all levels, from operational performance reporting through to strategic intelligence to support corporate strategy and partnership review.

### Environment

The postholder will work within a complex and challenging environment where the reputation of the Council as an employer is dependent upon this role.

This includes ensuring that the data used for decision-making, including that used in published reports and for statutory inspections and central government research and publications, is accurate and complete.

The postholder is also responsible for overseeing approvals under the council's Research Framework.

The role is mainly office-based, likely to include some home working and occasional visits to partner organisations.

### Framework

The postholder will operate within a legal framework ensuring that the Council acts both lawfully and promotes itself as a good employer. There are strict regulations concerning transparency, and public expectation that the Council is being honest and open in its workings and reputational risk needs to be considered across all aspects of the Performance & Business Intelligence function ensuring that public money is used in the most cost effective and responsible way.

### **SIGNATURES:**

After reviewing the questionnaire sign it to confirm its accuracy

**JOB HOLDER:** \_\_\_\_\_

**DATE:**