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

**Job Reference Number:**
T4CoS0008

**Job Band:**
Band 8

**Functional Area:**
Corporate Services

**Accountable to:**
Director for Corporate Law and Assurance

**Job Dimensions:**
This role will be solely responsible for a resource budget of around £2m.

Lead and manage 64 FTEs (approx.).

**The Role:**
The high profile role of Head of Performance and Business Intelligence is key in ensuring the provision of high quality business intelligence to support the delivery of continuous and sustained improvements in service delivery, value for money and customer satisfaction. The role will ensure that members of that function are fully trained, developed and motivated to provide excellent functional output across the organisation, as well as taking responsibility for bespoke projects or major processes that enhance organisational capability and output.

The Head of Performance and Business Intelligence will play a significant role in supporting commissioning and the achievement of the Council’s Target Operating Model providing strategic oversight, challenge and assurance whilst championing a performance culture within the organisation which is firmly evidence based via the use and analysis of high quality business intelligence. The postholder will lead the development of effective business intelligence strategies including ensuring the quality and probity of business intelligence across the Council.
Job Purpose Summary:

The purpose of this job is to lead the provision of high quality advice, information and analysis covering commissioning, operational, and financial and workforce data for ECC and its partners. The Head of Performance and Business Intelligence will ensure that the service provided supports effective strategic and commissioning decisions, achieves high customer satisfaction levels and makes a real and demonstrable difference to the delivery of the Council’s business. They will operate at a strategic level, building strong relationships with colleagues and partners and be a key and active member of senior manager forums.

Key Responsibilities and Accountabilities:

Core Accountabilities

- Lead the organisation to a high-performing, customer-centric culture through exemplar behaviour in accordance with ECC’s Values and Behaviours, including ECC’s Core Leadership Behaviours.
- Lead employees in working flexibly and collaboratively across structural boundaries as part of project or process teams, or in support of key functional outputs, regardless of where they sit within the organisation.
- Lead the development of organisational capability through good people management, including the training, development, mentoring and coaching of team members.
- Thinking creatively, challenging the norms, and constructively challenging those around them (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in employees.
- Ensure the proper assessment, management and mitigation of risk, including Health and Safety and Business Continuity.
- In addition to your head of function role, lead project or process teams as required under the new, matrix managed, operating model, ensuring excellent cross functional output.

Role specific accountabilities

- Develop and implement a business intelligence framework that supports the achievement of the Council’s ambitious transformation agenda and underpins on going improvements across the Council and its commissioned services. This will include strong working with key customers to ensure that the service is agile and responsive to its intelligence needs.
- Sponsor change of, and seek to continually improve, the specification of the organisations business intelligence systems reporting. Secure delivery of efficiencies in both the BI service but also within the customer base through continual improvement of processes and driving out manual production and costly interventions.
• Lead the Performance and Business Intelligence service, comprising of Data & Reporting, Organisation & Reporting, Place & Customer and People teams – ensuring that they provide a high quality analytical service to internal and external customers. Look at alternate delivery models to ensure that the service is commissioned in the most cost effective way to meet the needs of the customer.

• Lead and coordinate the development of self-assessments, help the Council prepare for formal and informal peer reviews and support the Council in preparing for regulatory activity.

• Engage with colleagues in risk, finance and policy to develop an integrated approach to business intelligence which supports a ‘one view’ to the customer and the delivery of the Council’s wider ambitions and change strategies.

• Maximise the benefits of MI systems and technologies to improve accessibility and aid integration with other intelligence disciplines to provide MI which supports the commissioning cycle and enables Members to challenge performance across the organisation.

• As a strategic leader for one of the largest public bodies in the country, represent Essex on the national stage, building the profile of the service and lobbying for outcomes sought by the employers and employees with Central Government (including but not exclusive to inspection, peer review and statutory reporting) . Ensure that the employer is at all times is aware and responsive to the impact of change on their business.

• Seek to develop business for the service and drive down management and administration costs wherever possible. Lead the development and implementation of processes/systems to ensure high quality data standards so that service users, the organisation, partners and government agencies have confidence in ECC’s management information.

• Ensure the timely and accurate production of statutory submissions to meet our statutory and best practice accountabilities in specific areas and to use the regulatory framework to drive excellent service which is good value for money to all our customers.

Knowledge, Skills and Experience:

• Relevant professional qualification or equivalent by experience.

• Evidence of achievement in service improvement, strategic planning and responding to regulatory assessment.

• Senior management/leadership experience in complex, multi-stakeholder environment with proven ability to inspire and motivate staff, setting targets and goals for the delivery of services.

• Evidence of improving performance and cultural change.

• Knowledge and understanding of the current and regulatory environment in local government.

• Evidence of effective leadership and strategic thinking with a strong delivery/performance focus.
- Highly developed interpersonal and communication skills with the ability to establish credibility and build trusting relationships with Senior Officers and Members.

- Evidence of providing high quality strategic advice to Senior Management and Members.

- Experience of working at a senior level in a political environment, skills in understanding and responding to different perspectives and taking a cross organisational perspective.

**Competencies and Behaviours:**

The postholder must behave in accordance with ECC’s Values and Behaviours, including the Core Leadership Behaviours.

**Work Style:**

- **Office based.**

  *An office based employee will spend most of their working time at a desk. They will rarely attend meetings and are unlikely to be away from the office. They may, however, work flexibly on an infrequent/ad-hoc basis.*

- **Flexible office based.**

  *A flexible office based employee will have a main base but will either attend regular meetings, and/or work flexibly on a more frequent basis.*

- **Mobile.**

  *A mobile employee has a nominated ECC base but spends at least 50% of their time working flexibly.*

- **Home based.**

  *A home based worker has no nominated ECC base and spends at least 80% of their time working at home.*
## Safeguarding:

Essex County Council is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment.

**Role Requirement:** This role does not require a DBS (CRB) check.

### JP Owners (Functional Leads) | Signed | Date
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### Pre-employment Checks:

**Role Requirement:**

Not working with children or vulnerable adults, not in a specified place and with no access to sensitive information relating to children or vulnerable adults.

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<th>Pre-Employment Check</th>
<th>Definition</th>
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<tr>
<td><strong>Self Declaration</strong> <em>(Unspent convictions only)</em></td>
<td>A declaration of unspent convictions must be completed by all employees who do not work directly with vulnerable adults or children.</td>
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| **References** | A minimum of two employer references will be required - one of which must be the last employer.  

*Any gaps of 4 weeks or more will be explored by the manager at interview stage. Where requested by the manager additional character references will be taken up.* |
| **Medical** | All new recruits and employees whose role changes significantly are required to complete a medical health declaration. |
| **Eligibility / Right to work in the UK** | Proof is required and original documentation will be sought i.e. passport or full birth certificate. |
| **Regulatory qualifications and professional registration (subject to role)** | Original qualification certificates and proof of registration with a professional body is required (if applicable). |
| **SWIFT / Protocol** | A check against the individuals name on the Social Care... |
(SCF - Children’s Social Care Team only) electronic database will be administered.

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<th>Safer Recruitment Consultant</th>
<th>Signed</th>
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