

JOB DESCRIPTION

JOB TITLE	Senior Health and Social Care Intelligence Manager
GRADE	PO8
REPORTING TO	Head of Intelligence
JD REF	CSUP0064P

PURPOSE

To support the provision of a robust and innovative business intelligence service so that Wirral Council can ensure an intelligence led approach in delivering effective services to the Community and its wider stakeholders. To manage the Social Care Intelligence team within the Wirral Intelligence Service and to work seamlessly with business intelligence services across both health and regional Local Authorities to develop both whole system and wider geographical based intelligence and analytics.

MAIN DUTIES AND RESPONSIBILITIES

- Leading, managing and supporting an intelligence-led approach within health and social care and into wider collaborative stakeholder arrangements to help meet local, regional and national demands.
- Contribute to the development and monitoring of strategies, plans and publications through the provision of robust business intelligence.
- Lead the delivery of supply and demand analysis and intelligence profiles for Adult Social Care, providing a customer-focussed interpretation and presentation of key findings. Maximise the use of this bank of intelligence to contribute to the Council's strategic priorities, including risk profiles and support for service planning and resource deployment.
- Lead the provision of strategic business intelligence e.g. cost benefit analysis, forecasting, market analysis, demand and capacity modelling, to support commissioners and contract managers across health and social care organisations and the Integrated Commissioning Hub to ensure evidence based decision making and effective use of Council and partnership resources.
- Lead the continuing development and improvement of timely, accurate and audience-focussed performance information to ensure a holistic understanding of performance and to enable robust decision making.
- Develop integrated approaches to performance reporting both across the Wirral Partnership specialising in health and social care integration, and other local, regional and national partners to drive system wide improvement and efficiencies.
- Act as a lead member of regional and national networks influencing the ongoing development of performance reporting and promoting the interests of Wirral.

- Ensure the timely and accurate completion of all statutory returns for Adult Social Care.
- Undertake and oversee highly complex analysis of datasets, comparative statistics and trends over time making use of local, regional and national data to make recommendations for improving performance. To develop, extend and maintain external networks for shared learning and benchmarking performance information.
- To provide leadership and guidance to support and enable continuous improvement in the quality of services and processes.
- To act as a lead on health and social care analysis to develop wider intelligence resources and contribute to their ongoing development and utilisation e.g. Joint Strategic Needs Assessment, reporting tools and dashboards.
- Contribute to a strong culture of evidence based decision making by providing managers with customised training and support to help them understand the intelligence, performance, planning and risk processes, tools, and information required to maximise the effectiveness of their areas of responsibility.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

- Professionally qualified/relevant degree (or vocational equivalent) and / or substantial experience.
- Technically competent in Microsoft Office suite. Knowledge of Transact SQL and / or SQL.
- Knowledge of Adult Social Care management information systems and associated financial systems
- High level of numeracy including knowledge of statistical analysis.
- Excellent report development skills in a variety of systems (e.g. Business Objects and Microsoft SQL Server Reporting)
- Able to influence based on clear technical knowledge and information. Sound analytical and problem solving capability.
- Detailed understanding of the relevant professional, regulatory, statutory and corporate frameworks/standards.
- Up to date and authoritative knowledge of the Adult Social Care work practices, systems, processes and procedures.
- Ability to influence others' behaviour through proactive effective relationship building and forward planning.
- Awareness of Information Governance requirements.
- Experience of managing budgets of some complexity and risk.
- Substantial experience of working in a Performance Management environment.
- Experience of planning and project work at a strategic level, delivering outcomes under pressure and within deadlines.
- Understanding of Quality Assurance techniques in order to ensure data is robust and consistent.
- Experience of analysing and presenting data and information both verbally and in written format.



- Experience of formally training, motivating and mentoring other professional staff.

DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

- Professionally qualified/relevant degree (or vocational equivalent) and / or substantial experience in mathematics, statistics or IT.
- Prince 2 qualification.
- Excellent understanding of Council policies and a good understanding of wider strategic plans.
- Knowledge of Liquidlogic systems and of ContrOCC systems.
- Experience of risk monitoring.
- IT System development and administration experience.

ADDITIONAL INFORMATION

The postholder must be able to travel across the borough

DATE OF APPROVAL: IN DATE FORMAT 18/09/2017

APPROVED BY: NANCY CLARKSON

