



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

JOB DESCRIPTION

Job Title	Data Quality & Performance Officer
Position Number(s)	544919 / New
Department	Service Improvement & Performance
Section or Service	Policy & Performance
Salary	£27,300 to £36,900
Hours	36 hours per week - Monday to Friday

DESIGNATION:

Responsible to:	Policy & Performance Manager
Employees directly supervised (if applicable):	N/A

1. JOB PURPOSE:

- To support the development, implementation and review of Housing Management's performance management framework, including data quality
- To act as the lead in overseeing, maintaining and improving the quality of data held on Housing Management's systems to ensure the provision of reliable and accurate performance information
- To work with the Policy & Performance Manager, service areas and service improvement groups to identify performance issues, assisting with the setting of targets to improve performance

2. DESCRIPTION OF DUTIES:

Data

- Feed into the development and review of data quality assurance policies and processes, including embedding across Housing Management
- Provide assurance to the Policy & Performance Manager and the Housing Management Team (HMT) that data is of good quality and accurate by carrying out regular data audits to identify and resolve issues with quality
- Promptly report any data quality issues to the Policy & Performance Manager, determining the business impact level and supporting colleagues to take corrective action and monitor improvements/outcomes
- Carry out root cause analysis to identify data quality errors/issues, and make recommendations to address them, supporting service areas to implement
- Implement process improvements to enhance the overall quality of data, including co-ordinating regular data clean-up exercises
- Input data updates as required, ensuring accuracy and quality
- Act as Data Quality Champion across Housing Management

Performance

- Work with the Policy & Performance Manager to identify Housing Management's reporting requirements and develop a full suite of operational reports to meet the needs of all service areas and keep under constant review
- Assist with the production of comprehensive performance reports for formal and informal meetings where required to a good standard, taking the needs of the audience into account
- Analyse, query and manipulate data according to defined business rules and procedures to provide accurate assessments of performance against targets
- Prepare and submit benchmarking data to external organisations e.g. HouseMark to provide comparative performance information and analysis to improve service delivery, and share good practice within Housing Management
- Keep up to date with any changes to external performance indicators and research successful performance across the housing sector, including the regular review of KPI definitions, making recommendations on suitable approaches to be implemented by Housing Management
- Undertake annual key performance indicator audits to ensure compliance with local and national definitions and standards, bringing any concerns to the attention of the relevant service area and Policy & Performance Manager
- Produce regular reports showing analysis of performance data to inform continuous improvement for a range of audiences as required, including the Housing Management Team and resident meetings to provide opportunities for scrutiny

Cross-cutting

- Support the completion of all statutory and regulatory submissions linked to areas of responsibility on behalf of Housing Management
- Oversee the sign up and registration process for any online services schemes on behalf of Housing Management
- Attend any service improvement groups as required to provide performance reports and benchmarking data to assist with identifying areas for improvement
- Build effective working relations with key internal and external stakeholders for areas of work
- Input into the annual residents report, including liaising with residents, service areas and the Communications Team
- Keep up to date with all legislation and best practice developments relevant to Housing Management's activities, and ensure that these are reflected within areas of work
- Responsibility for completing day to day administrative tasks linked to areas of work
- Represent Housing Management at external forums as required
- Provide support, education and training to build awareness within Housing Management of data quality and performance
- Deputise for the Policy & Performance Manager as required
- Have a flexible approach and a willingness to travel to other offices as required
- There may be a requirement to attend meetings outside the normal working day for which sufficient notice will be given

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

I agree to the above job description

Post Holder..... **Date**.....

Director / Chief Officer..... **Date**.....

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Data Quality & Performance Officer
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Conditions to Note :

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It's essential that you give at least one example of your ability to meet each of the 4 Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified 4 key behaviours and values which should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Essential qualifications/knowledge and experience: <ul style="list-style-type: none"> • Good knowledge of the principles of effective performance management • Experience of interrogating and analysing databases to provide performance information • Experience of producing performance information to a wide range of audiences, including senior managers • Experience of developing and maintaining performance indicators for services to deliver continuous improvement • Experience of using benchmarking data as a tool to improve performance • Able to maintain a high level of confidentiality and discretion, and deal with information with tact and understanding • Excellent written communication skills, including report writing for a range of audiences • Excellent IT skills i.e. MS packages e.g. Word, Excel, Outlook, PowerPoint and SharePoint, with the ability to manipulate and present data to meet the needs of different audiences

	<ul style="list-style-type: none"> • Ability to effectively communicate with colleagues, and to challenge, support, influence and engage management and peers • Ability to manage own workload to meet deadlines
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OUR VALUES	BEHAVIOURS	HOW RESIDENTS WILL FEEL
PUTTING COMMUNITIES FIRST We put local people at the heart of decision making in everything we do. We seek to include and involve: all voices matter. We provide quality services that are responsive, effective and efficient	<ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work • I will reflect the views of the communities in my daily work • I will improve the service I provide through seeking feedback from others 	<ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
RESPECT We listen to everyone and value the personal experiences of people in our communities and of each other We adopt a fair, and involving approach regardless of any way in which an individual is different to us	<ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves • I communicate in a way that is respectful, encourages involvement and meets people's needs 	<ul style="list-style-type: none"> • I feel my culture and background are respected • I have confidence that action is being taken • I feel I am treated fairly
INTEGRITY We act with openness, honesty, compassion, responsibility and humility. We let people know what we are doing and communicate why and how decisions have been made.	<ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others • I am honest and transparent about the decisions I take • I follow through on the actions I say I will take and take ownership for communicating the outcome 	<ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me • I feel my perspective is listened to and understood • I feel my views are valued
WORKING TOGETHER We work together and in partnership with everyone that has an impact on the lives of our residents. We want to understand, learn from each other and continually adapt	<ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve • I seek out opportunities to learn from my colleagues and build on good practice 	<ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments • I find it easy to access the services that I need • I feel the Council is open to new ideas