



Job Description

Social Services Department

| | | | |
|---------------------------|--|----------------------|------------------|
| Post Title | Integrated Services Data & Monitoring Officer | | |
| Post Number | | Grade 5 | |
| Base | Blaina ICC | Hours of Work | 37 |
| Car User Allowance | Casual | Disclosure | Enhanced |
| Contact | Kate James | Updated | July 2014 |

Principal Job Purpose

Responsible to: Integrated Services Business Manager

Responsible for: Developing and maintaining a comprehensive monitoring and evaluation system for the Integrated Services Team including the Families First and Flying Start programmes in accordance with Audit, Welsh Government and local requirements; assisting on performance management which will be subject to intense scrutiny by Welsh Government, and therefore there is a particular need to demonstrate that the programmes are evidencing effective interventions; and develop, monitoring and evaluating commissioned contracts for efficacy and contract compliance.

Principal Accountabilities

1. To assist the Integrated Services Business Manager on the development and monitoring of a Families First and Flying Start data collection system.
2. To develop and monitor commissioned contracts for efficacy and contract compliance in line with Corporate and Welsh Government guidance.
3. To assist the Integrated Services Business Manager on performance management for the Families First and Flying Start Programmes.

4. To provide statistical analysis of the efficacy of Families First and Flying Start, using qualitative and quantitative data for the programme, and be able to present statistical data in a form that is clear and meaningful.
5. To develop, collect and use data to demonstrate outcomes for children and families through Results Based Accountability.
6. To assist in planning priorities, aligning objectives, outcomes, indicators and targets in relation to the Early Years and Childcare Team.
7. To comply with Welsh Government requirements to ensure clear accountability for the programme, for delivery to partnerships, professionals and Welsh Government.
8. To be confident in the use of IT including new software and a strong understanding of Excel and relational databases.
9. To work flexibly, to amend priorities at short notice and to provide high quality service to meet required timescales for completion of projects.
10. To support the co-ordination of contract compliance arrangements with all external providers to ensure risks are well managed to keep the contracts on track.
11. To liaise effectively with external auditors and provide information as requested in a timely manner.
12. To work with the Business Manager to develop robust, effective, shared delivery plans.
13. Any other duties as required by the Integrated Services Team Manager or the Integrated Services Business Manager.
14. To ensure participation with children, young people and their parents in all aspects of the project work.
15. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
16. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – Non Managerial

| 1. Qualifications & experience | Assessment Method | | | | |
|--|--------------------------|-----------|-----------|------------------------|---------------------|
| | Essential / Desirable | App. Form | Interview | Other (please specify) | Probationary Period |
| Qualifications | | | | | |
| HNC/HND (or equivalent) in Business or relevant area | E | √ | | | |
| Experience | | | | | |
| Experience of project management | D | √ | | | |
| Experience of contract management | E | √ | √ | | |
| Experience of working within a multi-agency context | E | √ | | | |
| Experience of monitoring and evaluation processes | E | √ | √ | | |
| Knowledge/Skills | | | | | |
| Knowledge of Results Based Account Accountability | E | √ | √ | | |
| Knowledge of the Families First and Flying Start Programme and National Evaluation | E | | √ | | |
| Effective communicator with excellent interpersonal skills | E | | √ | | |
| Ability to use a range of IT packages | E | √ | √ | | |
| Ability to use electronic data systems | E | √ | √ | | |

2. Special Requirements

| | Essential | Desirable |
|--|-----------|-----------|
| Full driving licence and access to a car | √ | |
| Commitment to working flexible hours including some evenings or weekend work | √ | |
| Ability to speak Welsh | | √ |

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

| Assessment Method | | | | | |
|--------------------------|--------------|-----------|-----------|---|---|
| Topic | Competencies | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| | | | | | |

| | | | | | |
|-------------------------------|---|--|---|--|---|
| Delivering the service | Plans ahead, organises work in advance | | ✓ | | ✓ |
| | Involves line manager/colleagues in setting and meeting targets | | ✓ | | ✓ |
| | Reorganises work when necessary | | ✓ | | ✓ |
| | Sees tasks through to completion whenever possible | | ✓ | | ✓ |
| | Seeks help if workload becomes unmanageable | | ✓ | | ✓ |
| | Uses initiative to report issues that arise that impact on others | | ✓ | | ✓ |

| Topic | Competencies | Assessment Method | | | |
|---------------------------------|--|-------------------|-----------|---|---|
| | | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| Improvement & Change | Is prepared to try new things & feed back results | | | | ✓ |
| | Understands that changes are needed if things are to be improved | | | | ✓ |
| | Finds new and creative ways of doing things better | | | | ✓ |
| | Actively seeks to develop own skills and knowledge | | | | ✓ |
| | Learns from mistakes & welcomes constructive feedback | | | | ✓ |

| Topic | Competencies | Assessment Method | | | |
|---|---|-------------------|-----------|---|---|
| | | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| Providing Excellent Customer Service | Recognises the importance of high standards of customer service | | ✓ | | ✓ |
| | Is committed to providing an excellent service to all the citizens of Blaenau Gwent | | | | ✓ |

| | | | | | |
|--|--|--|--|--|---|
| | Understands the links between own professionalism and the possible impact on the Authority's image | | | | ✓ |
| | Has a professional attitude that sets an example to colleagues | | | | ✓ |
| | Takes pride in own work and that of colleagues | | | | ✓ |
| | Is respectful, courteous and helpful at all times | | | | ✓ |

| Topic | Competencies | Assessment Method | | | |
|---------------------|---|-------------------|-----------|---|---|
| | | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| Team Working | Reacts constructively to others' suggestions and requests | | | | ✓ |
| | Recognises potential value of others' opinions and actively seeks their contributions | | | | ✓ |
| | Asks for help when necessary | | | | ✓ |
| | Actively seeks to help others | | | | ✓ |
| | Is aware of the impact of own behaviour on others | | | | ✓ |

| Topic | Competencies | Assessment Method | | | |
|----------------------|---|-------------------|-----------|---|---|
| | | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| Communicating | Adapts content and style to help others understand | | | | ✓ |
| | Makes sure that people are regularly informed | | | | ✓ |
| | Uses appropriate language, gestures and tone when talking with others | | | | ✓ |

| | | | | | |
|--|---|--|--|--|---|
| | Checks others have understood & seeks advice when necessary | | | | ✓ |
| | Actively seeks to improve all forms of communication with others | | | | ✓ |
| | Communicates professionally by using formal channels appropriate to the situation | | | | ✓ |