

### **Job Profile Information: Research & Management Information Officer**

**This supplementary information for Research & Management Information Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family Social Care at Level 3 Zone 2**

#### **Camden Way Category 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### **Role Purpose:**

- To support the provision of a comprehensive high quality, professional and customer focused performance development, information and analysis service within the Social Work Service.
- To support processes around data capture, analysis and production of statistical performance relating to operational activity, ensuring timely and accurate
- To provide managers and practitioners with performance information on operational activity for service(s) to fulfil their statutory and regulatory role in line with national and local policies, guidance and data reporting requirements.
- To contribute to the planning and delivery of front line OFSTED inspections in relation to Safeguarding, CLA, adoption and fostering.

#### **Example outcomes or objectives that this role will deliver:**

- Some flexible working may be granted depending on the exigencies of the service but, essentially, core hours between 10am and 4pm must be included in the working day.
- Response to changing work demands within the Council may require re-organisation and restructuring where working relationships may need to be redrawn.
- To maintain awareness of service initiatives and priorities to ensure relevant cross cutting and integrated working is incorporated within the work.
- The job involves working directly with practitioners, managers and other staff within the Children Schools and Families Directorate and partner agencies within the children's workforce.

- The job involves working with other council officers and external agencies to provide information to inform decision making process as well as gathering information from colleagues. The post holder will be required to build and maintain good working relationships and effective communication.
- The job requires the post holder to have a flexible and responsive attitude to changing working arrangements and service structure.
- Post holder will be required to undertake any other appropriate and reasonable activities as required by your line manager.
- Post holder will be expected to abide by the council's health and safety, valuing diversity and ways of working policies to ensure they are incorporated into all aspects of the work.

**People Management Responsibilities:**

*None*

**Relationships:**

The post holder will build strong work relationships social workers and social work service management

**Work Environment:**

- All posts are working within a busy and sometimes pressurised customer facing environment.
- Task priorities will be determined by the Quality Assurance Governance and Performance Development Manager but a high level of initiative is expected in order for the post holder to manage their own workload effectively.
- The post demands a high level of performance management and analysis skills; a requirement to model the Camden ways of working and behaviours and ability to adapt to changes due to service needs, which are continuously evolving, in order to meet the demands of the service and users.
- The post holder is expected to attend training and development courses in order to maintain and enhance their skills and knowledge.
- The post is office based in an open plan environment and the role holder will be expected to work at other sites from time to time.

- There are no routine physical demands of the job that are beyond normal experience of day-to-day office tasks (e.g. minor lifting and handling such as small packages/boxes within recognised health and safety limits).

### **Technical Knowledge and Experience:**

- A performance management /information analyst background
- Advanced knowledge of MS Office Pro programmes (Access, Word, Excel and PowerPoint) and a demonstration of how these can effectively be deployed to extract performance management information.
- Knowledge of children's social work practice and policies.
- Experience of using reporting tools such as Business Objects or other similar packages
- Understanding of confidentiality issues within a statutory service framework and how this is observed and maintained; knowledge of the Data Protection Act (2018) and General Data Protection Regulation (and how these apply to client records and information sharing).
- An appreciation and knowledge of the Council's valuing diversity ethos and a commitment to actively apply these values to the service.
- Ability to expertly use a full range of office based ICT equipment
- Excellent inter-personal skills, ensuring customer interaction is conducted professionally with dignity, respect and in an approachable manner. (Ways of Working)
- Ability to identify appropriate training and self-development needs to maintain skills and competencies
- Ability to work accurately, efficiently, methodically and in a timely manner, demonstrating effective self management, organisation and administrative skills
- Ability to research and analyse management and financial information and present complex data as simply and meaningful as possible to a high standard
- Ability to work flexibly and proactively and undertake other duties and responsibilities as may reasonably be required by service needs to reflect the evolving nature of the organisation, commensurate with post grade and status
- Experience of producing high quality performance and/or statistical data and presenting information to a wide audience
- Experience of working in a children's social work department or the working practices of a children's social work department.
- To have relevant past demonstrable fair equalities practice, playing a pro-active role in day-to-day duties and setting an example to, and standards in the work remit
- To have set task standards and performance outcomes

- Desirable if you have knowledge of the work of a Children Schools and Families Directorate; understanding the remit of tasks required in order to fulfil the business administration requirement.
- Highly desirable with previous experience of using MOSAIC Framework-I case management system

### **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

# Chart Structure

