

## Job Profile

**Job Title: Quality Assurance Performance Project Manager**

**Job Grade: Level 5, Zone 1**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. This role is an interim role, initially for a fixed term of 6 months to support the Children's Safeguarding and Social work division get ready for any future inspections.

### **About the role**

The **Quality Assurance Performance Project Manager** will lead, have strategic oversight of and co-ordinate activities to establish and ensure effective practice and performance management of the CSSW system in preparation for Ofsted.

To deliver comprehensive high quality, professional and customer focused performance information and analysis within the Children's Social Work Service.

To Manage and Lead on the performance management reports required for any pre and post Ofsted activities for the family services and social work division.

To be responsible for running the CHAT tool, and keeping the Annex A up to date and ready.

To be responsible for practice week data information and analysis

To provide senior managers and practitioners with performance information that will contribute to the preparation, planning and delivery of front-line OFSTED inspections in relation to CSSW

Stakeholder management and collaborative working will be integral to this role – the post holder is expected to build productive relationships with staff at all levels within CSSW as well as with other key partners .

- To provide detailed analytics to senior management across Children's Services to aid decision making and resource allocation
- To lead in identifying and improving performance issues; offering insight, project Management and evaluating progress against local and national targets

- Undertake forensic reviews into reasons for increased demand or unexpected changes in social work activity
- Support practice improvement by summarising and synthesising data and information from multiple sources; interpret and translate findings into meaningful information and actionable reports
- To investigate trends arising from the data and provide a positive challenge to practice managers in terms of questions arising from the data and to undertake comprehensive and complex cross referencing of data sources to test out hypotheses linked to performance
- To support links between Children's Services and partner agencies in terms of data and analysis
- To extract and process data from internal systems using existing reporting tools and provide support in the development of new reports to meet business needs
- To contribute towards data sharing arrangements and internal data quality/recording practices

### **About you**

Degree qualification in a relevant discipline

- Advanced knowledge of MS Office Pro programmes (Access, Word, Excel and PowerPoint); systems reporting tools such as business Objects, Other ICT systems and equipment knowledge and a demonstration of how these can effectively deployed to extract performance management information.
- Understanding of confidentiality and governance issues within a statutory service framework and how this is observed and maintained.
- Data protection knowledge and how this applies to client records and information sharing.
- An appreciation and knowledge of the Council's valuing diversity ethos
- Ability to encourage compliance by persuasive means
- Excellent inter-personal skills, ensuring customer interaction is conducted professionally with dignity, respect and in an approachable manner.
- Ability to manage, plan, identify and develop service improvements and opportunities
- 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 project manage tasks successfully and within designated timescales.
- Ability to make decisions at a strategic level, direct others competently and use own initiative to make and take informed decisions
- Experience of producing high quality performance and/or statistical data and preparing and presenting information to a wide audience

**Work Environment:**

Task priorities will be determined by the Head of Service and are contained within the annual service plan but a high level of initiative and skill is expected in order for the post holder to manage their own workload effectively. The post demands a high level of performance management, information governance and analysis skills and knowledge; 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 to share performance

information with colleagues and or to gather service activity information as required.

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).

**People Management Responsibilities:**

The post holder will report to the Head of Quality Assurance.

The post holder will receive supervision by their immediate line manager, including a review of performance as part of the corporate managing individual performance system.

This post will be expected to build and maintain good working relationships with users, customers, members and colleagues both within and outside the service.

**Relationships:**

**Heads of services, Service managers and team Managers across CSSW and front line social workers, the QA unit, CSCP, Education colleagues, strategy and development, corporate.**

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,

### **Note:**

This document 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.