

# Job Description and Person Specification

## Service Analyst Manager Youth Justice Service

A Lambeth to be proud of



**Job Title:** Service Analyst Manager

**Department:** Children's Services

**Division:** Integrated Children's Commissioning & Youth Services

**Business Unit:** Youth Justice Service

**Grade:** PO5

**Reports to:** Practice Lead

**Responsible for:** Senior Service Support Officer, Service Information Officer

## Context

The Youth Justice Service (YJS) is a multi-disciplinary service which works with children, young people and families to address vulnerabilities, risks and factors that lead to offending behaviour. The service sits alongside the Contextual Safeguarding and Engagement Services to deliver an integrated response which supports children and young people to fulfil their potential and make positive contributions to society.

## Job Purpose

The role of the Service Analyst Manager is to ensure the wider YJS service has well-organised and provisioned processes, systems, and resources to access increasing levels of data. To enable the service to access critical data in the right place, at the right time, to support council operations and to assess the level of resources required. To increase business intelligence and reduce data 'overload' through easier access to reliable, high-quality data.

To be responsible for managing the Senior Service Support Officer and the Service Information Officer who deliver day-to-day operational activities relating to service support activities. The post holder will monitor tasks and review performance as required to ensure the performance of the team is in line with targets. To manage and motivate staff to ensure effective delivery of customer focused services on time and within budget.

Best practice in equality, diversity and inclusion will feature throughout the work.

## Responsibilities

This job description is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role, such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Equality, diversity, and inclusion will be considered across the range of responsibilities.

1. To develop and produce complex reports from information systems to enable performance within the wider YJS to be managed and improved.

2. To work with the Service Information Officer across the wider YJS to analyse, evaluate and report on data from information systems.
3. Through management of the Senior Service Support Officer, retain oversight of the allocation and co-ordination of work carried out by Service Support Officers, ensuring resources are used in a flexible way
4. To develop good working relationships and identify enhancements in data provision to assist the Assistant Director, Practice Lead, Youth Justice Partnership Board, Senior Managers and Officers across the Council and external partnership to identify information needs to support the improvement journey and manage and improve performance and service delivery.
5. To support strategic planning and performance management in the Directorate by attending and participating in strategic governance meetings as the data specialist, helping to discover ways to deliver services more effectively.
6. To positively represent the Youth Justice Service in a variety of professional meetings both internal and external where relevant.
7. Create, maintain and support reporting and case management software and to oversee and project manage the rollout of any new IT system relevant to YJS.
8. To take a leadership role in the inspection preparation and implementation process, liaise with inspectors as and when required and to brief staff, collate evidence, analyse the report, and respond.
9. To take a leading role in managing data projects work as appropriate to the changing requirements of the service and follow this through to implementation.
10. To maintain a working knowledge of information systems such as but not limited to; ChildView and AssetPlus and to solve information problems through identifying better ways of using data from information systems.
11. Act as systems administrator lead for the ChildView/AssetPlus (Youth Justice Information System) data bases, ensuring all staff can access the data base and to plan and co-ordinate all upgrades with minimal disruption to service delivery.
12. To work with ICT/Procurement and other key stakeholders to identify and develop the most appropriate reporting software, undertaking a commissioning tender where necessary and implementation of the new product.
13. Responsible for ensuring data sharing agreements are up to date and being adhered to with both internal and external partners and having regard for data protection legislation.
14. To work with officers across the council to identify proposals for changes to key systems and get changes implemented to improve their use.
15. To work with managers and staff by providing expertise in data quality, analysis, interpretation, and presentation, including statistical techniques. By raising their awareness of poor data quality, finding creative solutions to improve data quality, and providing support/training to enable data quality to be sustained.

16. Produce reports from systems, manage and deliver an annual programme of data collection, collation, information quality activities, analysis, interpretation, and presentation, introducing fresh thinking and new methods where necessary.
17. To ensure the service meets the requirements of Data Protection, Freedom of Information legislation, and act as the SPOC for FOI or Subject Access requests.
18. To undertake other duties that might be reasonably requested from time to time including being available for weekend cover arrangements and on occasion working evenings and weekends.
19. The post holder will participate in the Councils appraisal scheme, take responsibility for the implementation of own Personal Development Plan and continued professional development in those areas relevant to their role and will ensure that the same process is undertaken to all line managed staff.
20. To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.
21. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others, Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
22. Carry out all duties in accordance with Lambeth's Equality, Diversity and Inclusion policies, actively promoting equality and seeking to prevent and overcome disadvantage and discrimination. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations

## PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Ticks” (✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b>			
<b>Key Knowledge</b>	K1	Knowledge and understanding of the criminal justice legislation and/or child protection and safeguarding.	
	K2	Knowledge of Youth Justice and wider Children Services and how IT systems and management information support service delivery to reduce reoffending; first time entrants and use of custody.	A
<b>Relevant Experience</b>	E1	Comprehensive experience of operating in a data quality and data management position	✓A
	E2	Advanced experience of data analysis and be proficient in packages such as SQL, Power BI, and Excel	✓A
	E3	Experience of developing performance analysis mechanisms	A
	E4	Ability to recognise how individual projects contribute to the overall vision and the need to involve and gain commitment from other stakeholders.	
	E5	Ability to lead, advise and challenge officers	
	E6	Experience of interpreting complex data and producing comprehensive reports for a wide range of audiences.	✓A
	E7	Experience of training or coaching others in the use of ICT packages and programmes.	✓A
	E8	Experience of using software to extract data from databases.	
	E9	The ability to work in a changing, public-sector environment with changing performance indicators and measures to monitor outcomes.	
	E10	Experience of line managing staff	✓A
<b>Qualification</b>	Q1	Educated to degree level and / or a relevant professional qualification and evidence of continued professional development	✓A
<b>Other Requirements</b>	R1	Able to work outside normal office hours including evenings and weekends. Evening work is a core component of the post. In addition, a commitment to be able to work at weekends is essential	
	R2	This post is subject to an enhanced DBS check.	



<p><b>Core Values and Behaviours</b></p>		<p><b>Equity</b></p> <ul style="list-style-type: none"> <li>• Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>• Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>• Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> <li>• Develop others and ensure we work as <b>one team for Lambeth</b>, encouraging everyone to play their part</li> <li>• Take positive action to ensure <b>everyone</b> in my team has opportunities to <b>learn and grow</b> at work</li> <li>• Encourage everyone to <b>be themselves</b> at work and value who they are</li> <li>• I am inclusive and actively <b>celebrate diversity</b>, recognising everyone in my team as individuals.</li> </ul>	
		<p><b>Kindness</b></p> <ul style="list-style-type: none"> <li>• Treat each member of my team with <b>respect and dignity</b> just as I would want for myself.</li> <li>• <b>Encourage</b> each member of my team to do their very best work and am available to them to provide support and guidance.</li> <li>• Personalise my support to each team members and look out for them, lending a hand wherever I can</li> <li>• Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together</li> <li>• Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard</li> <li>• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.</li> <li>• Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.</li> <li>• Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.</li> </ul>	
		<p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way</li> <li>• I ensure my team and employees take individual and collective accountability for</li> </ul>	

		<p>performance and delivery, making sure that they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> <li>• I ensure my team plan ahead, getting the basics right and take swift action when problems arise</li> <li>• I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.</li> <li>• I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.</li> <li>• I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same.</li> <li>• I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.</li> <li>• I encourage my team to learn and grow and ask questions to find the information they need to do their jobs</li> </ul>	
		<p><b>Ambition</b></p> <ul style="list-style-type: none"> <li>• Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.</li> <li>• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.</li> <li>• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together</li> <li>• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes</li> <li>• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.</li> <li>• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.</li> <li>• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.</li> </ul>	