

London Borough of Redbridge

Head of Performance and Insight

About Redbridge

Redbridge is home to 311,000 residents, more than 350 local voluntary and community organisations and thousands of businesses. We are among the fastest growing parts of the country and the third most diverse London borough. Our communities are attracted by a mixture of excellent schools, relatively affordable housing compared to other parts of London, high quality open spaces and rapid transport connections into the heart of the city.

Our population is getting both younger and older - driving increased demand in both adults and children's services. A growing population has placed huge pressure on a housing stock built for a different era. The pace of change to meet these challenges is phenomenal.

Alongside our values of **Collaboration, Honesty, Excellence and Fairness**, we have an ambitious strategic delivery plan to make Redbridge a great place to live.

Job Description

Job Title:	Head of Performance and Insight		
Accountable To:	Executive Director of Customers, Performance & Insight		
Grade:	LBR23	Salary:	£91,416 - £95,007 inc. London Weighting
Direct Reports:	TBC	Total Staff & Budget:	TBC

Purpose of the Role

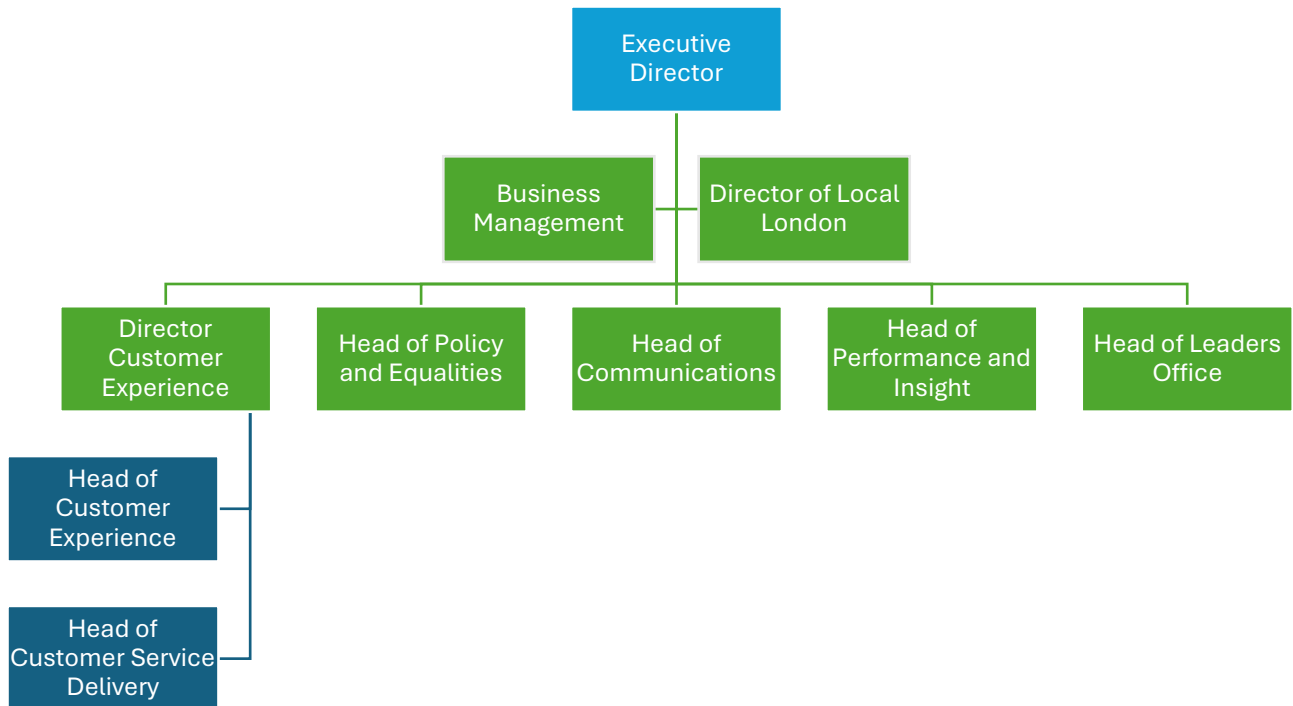
Reporting to the Executive Director, the role will have oversight of performance management in the organisation and the development of our insights and evidence about the organisation and borough. The focus is on evidence-based decision making, with a focus on service improvement and the implementation of activities to achieve preventative models of delivery.

The role will work closely with senior management and the Administration to create a culture of continuous performance improvement. The post holder will develop strategies for improving our use of data and evidence. The role will be the lead for the statutory returns and to provide expert support to all inspections and reviews. Responsibilities include developing performance frameworks, overseeing data analysis, and completion of data returns.

The post holder will lead a team of performance, analysts and data scientists. They will oversee the design and implementation of a data strategy that integrates various sources to support decision-making. They will be responsible for resident available information and to ensure that there is effective partnership working around the application of data and performance information. The role includes developing performance management systems, setting KPIs, monitoring outcomes, and reporting to the Executive Leadership Team and Cabinet.

- The **Performance and Insight Service work programme** and work programmes for the team.
- **Sign -off of final data releases** for Public Health, Education Management Team, Members and the public.
- Developing **performance frameworks** for the Corporate Plan, corporate programmes and others.
- Develop a Council wide **Data Strategy**.
- To uphold the Nolan [Seven Principles of Public Life](#).
- Effective **resource management**, including prioritisation, resource allocation and controlled spending while investing and spending for long-term value as well as near-term cost/benefit.
- To model a **culture of openness, inclusivity, learning and public service** and assure effective teamwork and corporate working.
- Impartially engage in the **political interface** and overlaps of officers with councillors, codes, standards, protocols and respect.
- To observe good and effective **governance** across the organisation.
- To support a culture of **continuous improvement**, encouraging learning and curiosity.

Directorate Structure Chart



Key Accountabilities

Creating and Utilising Intelligence

- Lead the development of **comprehensive research methodologies** to explore key areas of interest for the Council.
- Oversee the **integration of various data sources** to create a holistic view of organisational performance.
- Ensure data **accuracy, consistency, and reliability** across all sources.
- Utilise advanced **analytical techniques** to provide deep insights into performance trends and areas for improvement.
- **Summarise complex information effectively for senior officers and Members**, highlighting key findings and implications.
- Produce comprehensive reports and visualisations that **communicate data insights** clearly and persuasively.
- Create **tailored reports and dashboards** that address the specific needs of different departments and stakeholders.
- Foster a **culture of innovation** within the team, encouraging members to experiment with new methods and technologies.

Corporate Performance

- Develop and oversee **performance frameworks** that track performance and progress against the Council's strategic goals.
- **Establish and monitor KPIs**, ensuring they provide meaningful insights into service performance and areas for improvement.
- Regularly **review and refine metrics** and frameworks to maintain their relevance and effectiveness.
- Ensure that performance data is **readily accessible to relevant stakeholders** and is used to inform strategic planning and operational decisions.

- Conduct **benchmarking exercises** to compare the Council's performance against peers and industry standards.
- Identify **best practice** and recommend strategies for implementation to enhance performance and service delivery.

Insights and Analysis

- Explore and implement **innovative data analysis tools and techniques**. Stay abreast of emerging trends in data science and analytics to continuously improve the Council's data capabilities.
- Utilise advanced **statistical methods, machine learning, and predictive analytics** to uncover patterns and trends that inform strategic decision-making.
- Develop methodologies for **combining qualitative and quantitative data to enrich insights** and provide a more comprehensive understanding of performance issues.

Service leadership

- Provide direction for the Performance and Insights Team, ensuring alignment with the Council's strategic objectives.

Corporate working

- Lead the creation and implementation of the Council's data strategy, integrating diverse data sources to support strategic decision-making.
- Work closely with senior leaders to ensure **data-driven approaches are embedded** in policy development and programme planning.
- Facilitate workshops and training sessions to build **data literacy** and analytical skills across the organisation.
- **Brief and advise, as required, the Chief Executive, Executive Directors and other senior officers**, as appropriate, to raise awareness of emerging issues.

Politics and political interface

- Develop and maintain **effective working relationships** with elected Members.
- Promote a **culture of political awareness** amongst officers to help translate political will into appropriate future strategies and delivery of outcomes.

Good governance

- Develop and implement robust **policies and procedures for data management**, ensuring high data quality and compliance with relevant legislation.
- Provide **guidance and support to services on data handling, analysis, and interpretation**.
- Establish clear **protocols for data sharing** and collaboration both within the Council and with external partners.
- Work to ensure that **legal, financial, procedural** and other provisions governing the affairs of the Council, are properly observed and that appropriate action is taken to protect the best interests of the Council.
- Work to ensure that **risks** associated with Council activity are effectively mitigated, including the risk of fraud and corruption.

Public Ethics

- Ensure that fairness is observed in **equal treatment, equal opportunity, relational equality, and equity**.

Continuous Improvement

- Support a culture of **continuous improvement and innovation**, encouraging services to use **data insights** to enhance service delivery, identifying opportunities for **income generation**, with plans for the effective implementation of **efficiency savings**.
- Represent the Council in meetings with external partners, **advocating for data-driven approaches** and sharing best practices.

Other Duties

- Support the Chief Executive in relation to **emergency planning** and resilience, providing support for the co-ordination of all measures to manage an emergency affecting the Council during the response and recovery phases.
- Demonstrate commitment and support for **safeguarding** the welfare of children, young people and adults at risk.
- Ensure all duties are carried out in **compliance** with the Council's financial regulations, policies for Diversity, Equal Opportunities, Risk Assessment, Health and Safety and all relevant statutory or professional requirements.
- Perform **any other duties** imposed by law, or which the Council may reasonably require.

Person Specification

Qualifications

- Qualified to Degree level (or equivalent experience).
- Membership of a relevant professional body.
- Evidence of continuous professional development.

Knowledge

- A strong understanding of **data collection and management**.
- **Performance management frameworks**, techniques and principles.
- A detailed knowledge of how **data insight** can inform evidence-based decision making at a corporate and service level.
- Essence of **public administrative law**.
- **The statutory role of local authorities and Head of Paid Service and the role of the council's core statutory officers** in assuring probity and propriety.
- **National and regional policy issues** which relate to local government.
- The **electoral basis of democratic legitimacy** and community engagement in the locality.
- An understanding of **tiers of government** and political differences between them.
- **Workforce best practice**, including planning, strategies, equality, diversity and inclusion and service-specific operational workforce plans.
- **Good governance principles** in the corporate and public sector, as well as internal processes of scrutiny and formal checks and balances.
- **Local Government financial management**.
- Proportionality rules for political parties and locus of decision making (**constitution and statutory regulations**).
- An understanding of **party politics, its structure, organisation** and connection with local civil society.
- An understanding of the political **make-up of the Council and its committees**, the responsibilities of councillors in their various decision-making, scrutiny and community leadership roles.
- Relevant statute, including **Civil Contingencies Act (2004)**, **Social Value Act** and local authority responsibilities.
- **Representation of the People Acts** and relevant guidance from the Electoral Commission and the Ministry of Housing, Communities and Local Government (MHCLG).
- Local authority **safeguarding duties & responsibilities**.
- **Health & Safety** legislation.

Experience

- Experience of **managing a business intelligence function** delivering diverse and high-profile data services for a large, complex organisation.
- Extensive experience of **developing business intelligence strategies and performance management information**.
- Proven experience of providing **performance management information**.
- Experience of **manipulating, analysing and interpreting data**, identifying the key findings and action or improvements that are needed as a result.
- Experience of **planning and managing projects**, setting targets and ensuring these are met.
- Providing **high level policy support and advice**.
- Substantial and consistent **managerial achievement** at senior level.
- Working in and adapting to a range of **political environments, holding regular conversations with Local MPs and political group leaders on the council's priorities for attention and action and discussions with all members** in their front-line community leadership roles.

- Inclusively **leading and motivating a diverse team**.
- Regular **engagement with statutory officers and chief officers** on changing political landscape locally and dynamics within and between political parties.
- Effective **budget management**.
- Effective **performance management**: reported metrics of relative cost-effectiveness to comparators.
- Creating a **positive culture of learning and improvement**.
- **Developing a street-level understanding** of a local area (its wards, districts, boundaries, and connections).
- Personal leadership in the achievement of **equal opportunity** in both employment and service delivery.

Skills and Abilities

- A high degree of **openness, honesty and personal integrity** with an ability to engender trust & confidence amongst peers, staff, residents & stakeholders.
- Ability to **manage calmly and with clarity of purpose** in highly visible and accountable circumstances.
- **Political acumen and sensitivity**, with the ability to develop productive working relationships with elected members.
- Have a clear, understandable and confident **communication style** and **negotiation skills** that foster team working and improves organisational effectiveness.
- Able to **deescalate tensions and de-personalise conflict** between individuals and parties
- **Data literate and excellent analytical and creative problem-solving skills**, holding a systemic understanding behind the numbers, with an ability to cut through to the root cause of an issue, including an ability to analyse, calculate and manage **risks**.
- Able to balance **management grip and empowerment** commensurate to risk and its mitigation through internal controls.
- **Personal resilience** with the capacity to cope with ambiguity, uncertainty and pressure and the ability to work under public scrutiny whilst maintaining a sense of perspective.
- Personal commitment to **continuous improvement and the development of others**.
- Ability to meet **tight deadlines and prioritise** workloads.

Additional Information

- The role will involve irregular working patterns and will require the post holder to be able and willing to work during these periods, including evenings and occasional weekends.
**The salary scale is inclusive and recognises the volume of work in addition to and outside the Council's normal office hours required by the post*
- This post falls within the 'politically restricted' category under the Local Government and Housing Act 1989. The detail of the restrictions this places upon you are as outlined in the Statement of Main Terms and Conditions of Employment.